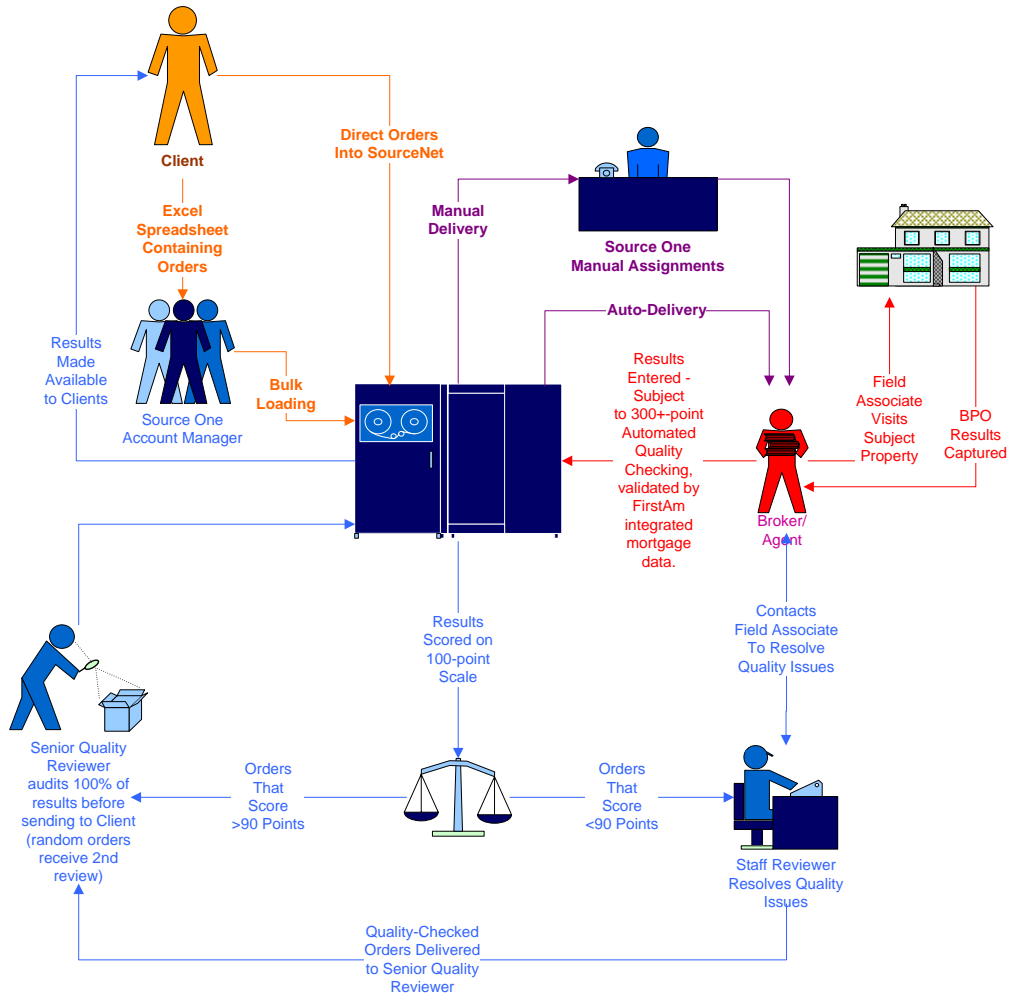


BPO Fulfillment Process Flow Diagram

The following diagram shows a high-level overview of First American Residential Value View's valuation fulfillment process flow:



ORDERING: Clients may access SourceNet directly to place individual orders or route the orders on an Excel spreadsheet to the Account Manager for loading with “Value View’s” sophisticated bulk-loader.

ORDER DELIVERY: Once an order has been entered into SourceNet, all orders are subjected to the Auto-Delivery engine within SourceNet, which automatically links the order to a field associate (broker or agent) who covers the geographic area of the subject property. Orders that can not be auto-assigned proceed through the manual assignment process.

FULFILLMENT: Once assigned and received by the field associate, each order contains the photo, comp, and other instructions required by the client. The field associate visits the subject property, gathers the required info/photos, and inputs the results directly into SourceNet. SourceNet automatically applies over 300 quality checks and prompts the rep to fix/repair any potential problem data or missing data. Each order is assigned a score on a 100-point scale.

QUALITY CHECKING: Orders that score at least 90 points are sent directly to a Senior Quality Reviewer (SQR) for final auditing before being made available to the client. Orders that score less than 90 points are reviewed by a staff reviewer and, typically, the field associate is contacted to resolve the issues. Once completed, the order is sent to the SQR for final review. A random sampling of all orders is subjected to a second final review prior to being sent to the client. SQRs also review all orders where a value variance outside of specified tolerances exists between a current BPO and a prior BPO in our database.