

Monday, February 28, 2022

Bulletin #2022-B-004

## NOTICE TO ALL BROKERS

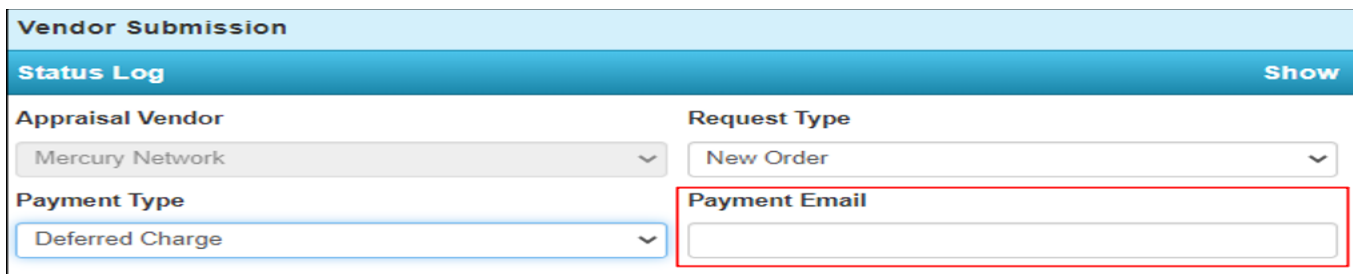
### IMPORTANT ANNOUNCEMENT: Appraisal Ordering Payment Email Issue / Email Notifications at Order Placement

#### Appraisal Ordering Payment Email Issue

FLC Bank is informing you that we have an issue with the new "Payment Email" field located on the Appraisal Order Screen when ordering your appraisal. This **Payment Email field is not being sent to our vendor**. Our vendor is working to resolve the issue.

**Until resolved**, the previous process of **utilizing the borrower's email address** which is located on the Lending Portal – URLA Borrower Screen **is automatically being sent** once the appraisal order is placed and NOT the new "Payment Email" located on the Appraisal Order Screen.

#### Appraisal Order Vendor Submission section which shows the new field below:



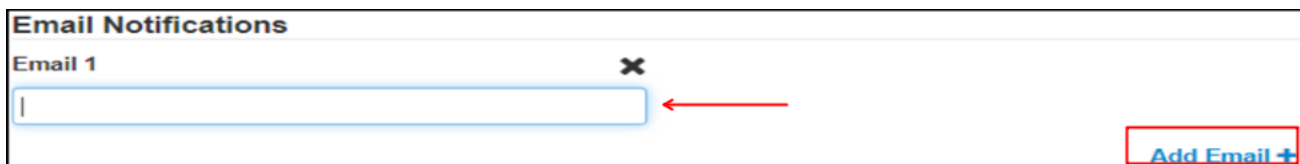
The screenshot shows a 'Vendor Submission' form with a 'Status Log' header and a 'Show' button. The form contains several dropdown menus: 'Appraisal Vendor' (Mercury Network), 'Request Type' (New Order), and 'Payment Type' (Deferred Charge). A new 'Payment Email' field is highlighted with a red border, indicating the issue.

**Work Around:** If a different email address is needed for payment of the appraisal. Example: the LO is utilizing the company card and the email address is the LO email.

LO/Processor will **enter the applicable** email address on the Lending Portal – URLA borrower Screen **BEFORE** you enter the appraisal data in the appraisal screen.

- Once the order is placed per the procedures; the link will be sent to the updated email address on the URLA - Lending Portal Borrower Screen.
- Enter the **company** credit card information
- Go back to the Lending Portal – URLA borrower Screen and **remove** other email address and **add back** the borrower's email address.

**Email Notification at Order Placement** – You must include additional emails for notifications when the order is placed. If you add when the order is in progress the additional notifications will not work; we are working with our vendor to resolve this issue.



The screenshot shows an 'Email Notifications' form with an 'Email 1' input field. A red arrow points to the input field, and a red box highlights the 'Add Email' button.

If you have any questions, please contact your Account Executive or Client Relations Representative.

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