

Monday, February 28, 2022 Bulletin #2022-R-002

NOTICE TO ALL RETAIL LOAN ORIGINATORS

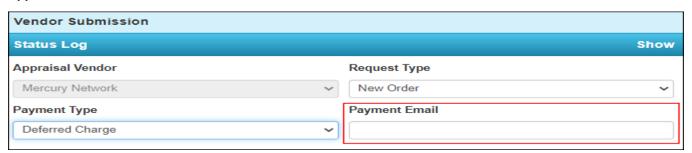
IMPORTANT ANNOUNCEMENT: Appraisal Ordering Payment Email Issue / Email Notifications at Order Placement

Appraisal Ordering Payment Email Issue

FLCBank 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:



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.



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

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