



Appraisal Firewall New Release Information

February 22, 2010

Appraisal Firewall has recently been updated with **Consumer and FHA Messaging enhancements** that assist your lenders in strengthening bonds with borrowers and lessening the impact of FHA regulations on their business. Please review this information for the latest on Appraisal Firewall.

◆ **Messaging Enhancement Strengthen Lenders' Bonds with Consumers**

When forwarding completed appraisals to consumers or other third parties, your lenders now have the ability to type a message to the recipient. The message can be created on the spot to fit the individual situation. Lenders can use this new option to reinforce their company name and brand to consumers for referrals, or offer additional information to underwriters or other third parties. *Note that, for those of you that forward appraisals to borrowers on behalf of your lenders, you can send custom messages as well.*

How to use this feature:

Login, open a completed order, select the **Communicate** menu, then select **Forward Appraisal**.

Designate if you are forwarding the appraisal to the borrower or third party by selecting the appropriate button and entering their email address. Enter your optional **Custom Email Message**, and click **Send**. The appraisal and message will be sent to the email address entered.

◆ **Appraisal Firewall Increases Lender Efficiency on FHA Appraisals**

Appraisal Firewall makes it even easier for your lenders to work efficiently while staying compliant. As new FHA regulations no longer require appraiser information to retrieve a case number, your clients can get case numbers and input them into Appraisal Firewall at any point during the appraisal process – even before an appraiser accepts the order. Additionally, Appraisal Firewall will cease to send FHA appraiser information via email to Rotation Managers since appraiser information is no longer required to get a case number. This will help cut down on the number of auto-emails your clients receive from Appraisal Firewall.

How to use this feature:

To send an FHA case number, log in (either as a Rotation Manager or as a Managed User), open an FHA order, click the **Communicate** menu, and select **Send FHA Case Number**. Enter the case number in the provided field and click **Send**. Because of the anonymous messaging feature, Managed Users will not be able to view appraiser information at any point during the FHA case number transmission process.

Contact your Appraisal Firewall representative with any questions about these enhancements:

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