



Vendor Terms & Conditions

License & Insurance Requirements

- Valu8tor Management Group will only utilize vendors who have an active appraiser's license/certification and a current E&O insurance policy for our order assignments. We expect you to be in full compliance with the regulations set forth in the state in which you are operating in.
- Your license number and expiration dates are kept in our system and your approval status will be automatically revoked upon expiration of your license until we are in receipt of your renewed license or certification information. We will send automated email reminders prior to your license expiration date so that you can remain active in our system.

Data Requirements:

- You must have access to the appropriate MLS system for the area that you cover and/or all necessary data sources to complete a sound and reliable value analysis.

Communication Methods:

- The preferred method of communication is through our website at www.Valu8torMG.com
- Communication for individual order assignments is to be managed by logging into your account on the homepage of our website using your username and password created when signing up for our system.
- You may contact via email at info@Valu8torMG.com
- If you need immediate help or have questions relating to an order you can call our office at (949) 528-3221

Quality Control:

- Every new order assigned will outline the product and/or client needs and will include an engagement letter with further requirements/guidelines that may be required with your order.
- While completing each valuation report for Valu8tor Management Group, the information provided is passed through our automated QC engine. After the report is submitted to the lender client we will update the order and contact you via email if there are any questions or necessary revisions/corrections. We ask that these requests be addressed as soon as possible, if for any reason you are unable to complete the requested revisions or unable to access our system to deliver the updates, please contact our office and advise of an expected time of delivery.
- It is our mission to provide our clients with a credible value analysis for each property. If at any time you find that you are not qualified to competently complete an assignment for Valu8tor Management Group please contact us immediately so that we discuss the order and reassign if necessary.

Turn-Time / Service Level Standards:

- Valu8tor Management Group offers multiple valuation products to our clients and turn-time requirements may vary based on the type of assignments made available. Please review turn-around-time (TAT) requirements prior to accepting all orders to ensure you can meet service level expectations and to maintain your vendor rating.
- Assignment delays should be communicated to VALU8TOR MANAGEMENT GROUP as soon as possible so that we can communicate the issue with the client.
- In the event that order capacity is reached, or if you are unavailable to accept assignments for a period of 3 or more days, please contact vendor support immediately.
- If you have completed a valuation on the subject property within the last 3 years. Please STOP and contact our office immediately through our website at www.Valu8torMG.com or by phone at (949) 528-3221.
- For Exterior-Only valuation products, do not approach the occupants or owners or attempt to communicate in any way unless prior approval has been received from the lender/client.

Report Delivery:

- Appraisal reports must be submitted via our website in XML/PDF format.
- DO NOT include an invoice within your appraisal report. Please upload your invoice as a separate attachment.



- Valu8tor Management Group will specify the client to be named in the report. This information will appear in the Lender/Client field of our order.
- Any requested revisions are asked to be submitted within 24 hours of request.

Ratings and Scorecards:

Each vendor is scored based on the following criteria:

- Overall quality and accuracy of valuations
- Communication / Service experience
- Turn-time / Adherence to service level standards

Payment Terms

- Payables to Vendors: Valu8tor Management Group remits payment to vendors no later than thirty (10) days after receipt of the completed appraisal order. It is our commitment to ensure timely delivery of payments to our vendors.