

RPS ACCESS

Mortgage Broker User Guide

Welcome to RPS ACCESS!

Your portal for all your appraisal and valuation needs.

Our goal is to make your life easier.

RPS Real Property Solution's end-to-end offering has been designed with the help of our broker community. Executing on the input received, we have created an experience that delivers on what's critical to you. This guide will give you a visual walkthrough of the key features, functions, design changes and enhancements.

Table of contents

Log In	Page 1
My Dashboard	Page 1
Create Order	Page 2
Payment	Page 2
Order Confirmation	Page 3
Order Summary	Page 3
Manage My Account & Help	Page 4

Share your feedback!

At RPS, we aspire to be universally recognized as Canada's best valuation company. To achieve this, we are focused on and dedicated to being a real partner to you.

Simply put, we'd love to know how we are doing and understand what you're looking for as we plan for new features and enhancements. Share your [feedback](#) and we will follow-up shortly thereafter. Thank you for taking the time!

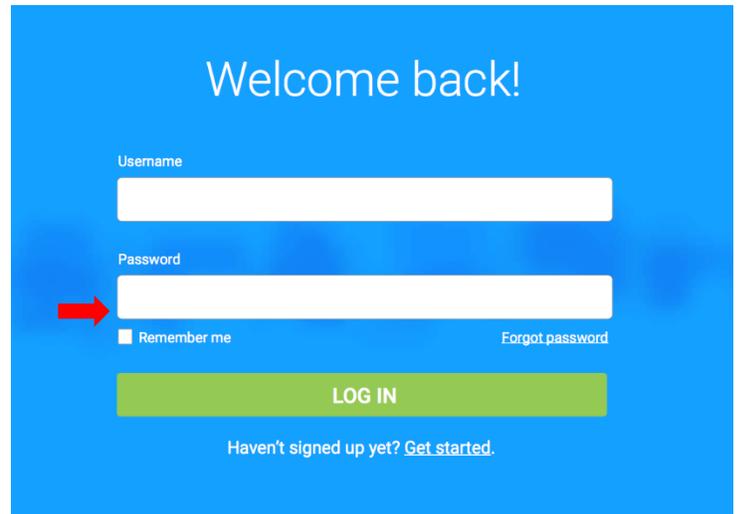
1 Log In

With one log in name

We've made logging in easier for you. You no longer need to sign in using multiple user names and on multiple sites.

Just type your username and password into the two fields. If you're using a private computer and wish to have the system retain your login credentials for your next visit, check the box next to 'Remember me' and log in.

<http://www.access.rpsrealsolutions.com/>



2 My Dashboard

Bringing you a more powerful search

'My Dashboard' is the central hub where you can create an order, search for an order, check the status of an order and obtain relevant documents such as your order receipt.

We've made search even smarter, allowing you to easily and effectively find what you need right from your Dashboard.

Quick Search: Enhanced to search orders within the last 30 days not only by Order ID or lender reference #, but by property address and borrower as well.

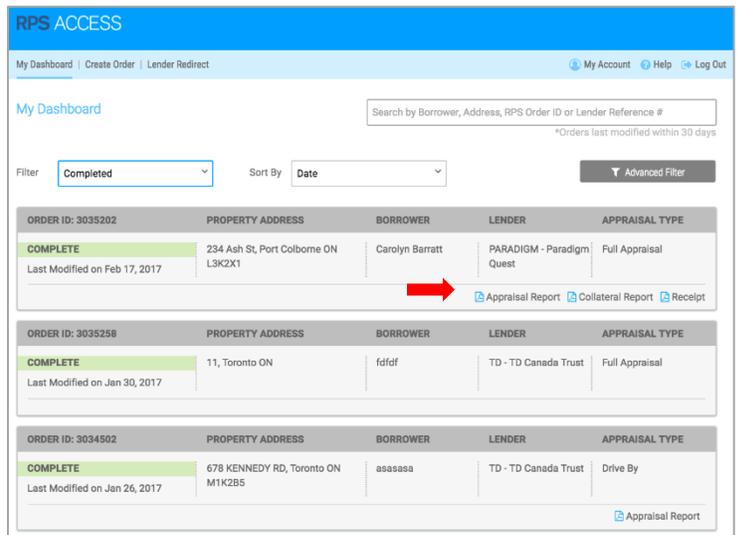
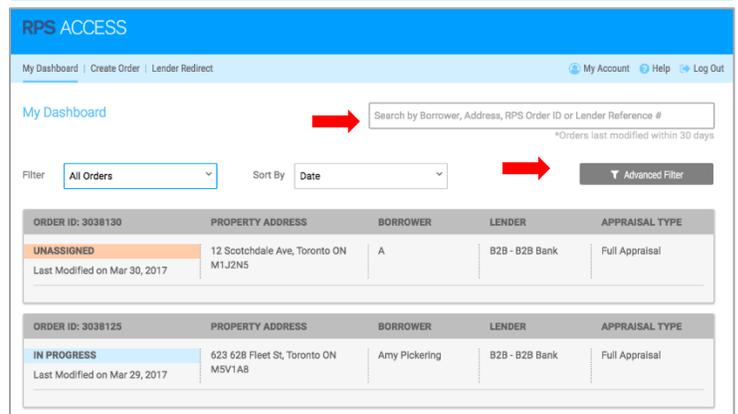
To quickly locate an order, type in any of the above information, in the box provided. A list of matching orders will show up directly below.

Advanced Search Filter: Conveniently incorporated into the dashboard page allowing you to search for all orders within seconds.

The advanced search allows you to use more criteria for your search.

Relevant Documents: Easily access documents at your convenience—Appraisal Report, Collateral Report and Receipt (can also be accessed in the Order Summary).

Updates: To keep you informed, once you are logged in, we will provide you with updates at the top of the Dashboard screen.



3 Create order Simplified order creation

We have simplified the ordering process. Submit your order in just three easy steps and with significantly less fields to complete.

Step 1 of 3: Begin with property details. The first step relates to the property.

Intuitive Address Information: The address information auto completes when it has been found and validated. In the event that your address is not validated, you will be prompted to select 'Address not listed' to continue with your current address.

Step 2 of 3: Move on to mortgage information. The second step relates to the mortgage.

Private Lender Citation: To avoid confusion and to increase efficiencies, we've included a citation as a reminder to ensure that your Private Lender accepts Industry Standards before proceeding.

Step 3 of 3: Tell us about the appraisal request. The third step relates to the appraisal.

Additional Property Information: Share any helpful information about the property so we can ensure that the order doesn't stall and is placed with the right appraiser. Guiding examples have been incorporated in the textbox, including commercial property information or best available time to contact the parties involved.

Step 1 of 3: Let's start with some property details

Order Summary: 1 Property, 2 Mortgage, 3 Appraisal

Enter your borrower's name and email
Name: [Text Field]
Email: [Text Field]

Where is the property located? [Text Field]

Unit #, Street #, Street Name/RR, Type, City, Province, Post Code

What is the Estimated Market Value (EMV) of the property? [Text Field]

What type of mortgage is it?
Sale/Purchase, Refinance, Transfer

Who is the lender providing the mortgage? [By selecting Private Lender, you are confirming that your intended lender accepts reports based on Industry Standards.]
ATB Financial, B2B Bank, First National Financial, Lendwise, Manulife, Merix Financial, Paradigm Quest, Street Capital, TD Canada Trust

Step 2 of 3: Let's move on to the mortgage information

My Dashboard | Create Order | Lender Redirect

What type of appraisal does the lender require?
Full Appraisal, Full Appraisal - 2-4 plex, Full Appraisal - By Plans/New Constr., Appraisal Update, Market Rents, Progress Inspection

What language should the report be in?
English, French

Any additional information? - 1000 character maximum
For example, is there a commercial component, acreage, farm or mixed use? Will any of the contacts be on vacation? [Text Area]

Step 3 of 3: Almost done! Tell us about the appraisal request

My Dashboard | Create Order | Lender Redirect

Payment Summary

Service(s)	
Full Appraisal - 2-4 plex	\$200.00
Sub Total	\$255.00
HST	\$33.15
Total	\$288.15

Who will be paying for this purchase?
Charge a credit card now, Email borrower for payment

Back, Submit

4 Payment Pay for your order with ease

In the Payment step of the ordering process, you will be asked to review the service details. There are two options for coordinating credit card payment:

1. If you want to pay or you have your client's credit card number and they have authorized you to pay for the appraisal on their behalf, or
2. If you want the client to pay and don't have his/her credit card details, you can send an email to them through the system with instructions on how to make the credit card payment themselves.

* **No hidden fees or surprises:** fees are fixed in most areas and in those where they aren't, we get a quote before doing anything and aim to stick to it.

5 Order Confirmation Expediting your ordering process

Now that your order has been confirmed (not yet assigned though!) and you have received your Order ID, continue to drive the process by providing additional information. This equips our team with the necessary information needed to move your order forward as quickly as possible.

Attachments: Upload additional files to help expedite the process and prevent price readjustments. Example appraisal documents are listed for your guidance. They include: Purchase and Sale Agreements, Plans and Specifications, Remediation and Tax Assessments.

RPS ACCESS

My Dashboard | Create Order | Lender Redirect

Order Confirmation - Order ID 3038115

Your order has been submitted. Please upload any attachments that may be relevant to the appraisal below. Thank you for choosing RPS!

Appraisal Documents

Common documents helpful to the appraisal process include:

- Sales and Purchase Agreement
- Plans and Specifications
- Other relevant documents (i.e. Tax Assessment, Remediation, etc.)

Choose File | No file chosen

Description | Maximum file size 4MB

Upload File

6 Order Summary Follow-up request functionality

The Order Summary page provides a comprehensive summary of your order details. Is there more that you need to do to your order?

For your convenience, you can order follow-up requests directly from the site to help our team better serve you. These include:

- Progress Inspections
- Lender Redirects
- Value Appeals

Lender Redirects

You can place an order for a lender redirect from either the top navigation or from the Order Summary page.

Please review the accompanying information before placing your order. We've included instances where a Lender Redirect may not be the appropriate appraisal type.

For example: Please confirm your intended lenders Terms of Reference, and that they are willing to accept a redirect request from RPS.

RPS ACCESS

My Dashboard | Create Order | Lender Redirect

Order Summary

Order Snapshot

ORDER ID: 3035202

COMPLETE

1/26/17

Get Support

ASSIGNED APPRAISER

FBC Test account (no charges)
(416) 831-7496
qatesting@brookfieldrps.com

DOCUMENT(S)

- Appraisal Report
- Collateral Report
- Receipt

Order Follow-up Requests

Progress Inspections provide an estimate of completion on a new build or renovation.

Lender Redirects allow an appraisal report for one lender to be redirected to another.

Value Appeals enable you to appeal the value estimate provided in the appraisal report.

Progress Inspection | Lender Redirect | Value Appeal

Value Appeal Request

Issue, Concern and/or Rationale | Maximum 800 characters

800 characters remaining

Please provide any relevant documentation to support your Value Appeal request

Choose File | No file chosen

Description | Maximum file size 4MB

Upload File

7

Manage My Account & Help Supporting you

Update My Profile

Update your profile, preferences and/or reset your password. Note: Your username cannot change.

Help

To access any support materials for RPS ACCESS, you can click on Help in the header. Here you will find the user guide, promotional video as well as any other support items that become available.

The screenshot shows the 'Update My Profile' page in the RPS ACCESS system. The page has a blue header with 'RPS ACCESS' and navigation links for 'My Dashboard', 'Create Order', 'Lender Redirect', 'My Account', 'Help', and 'Log Out'. The form is titled 'Update My Profile' and contains several input fields: 'Username' (with 'User' in the field), 'Brokerage', 'First name' (with 'Nayyer' in the field), 'Last name' (with 'Sultana' in the field), 'Phone' (with '(416) 831-7499' in the field), 'Extension' (with '55525' in the field), and 'Preferred Language' (with 'English' selected in a dropdown menu). Below these fields is an 'Email Notification' section with two rows: 'Default Email Address - Order Status Updates' with the value 'qatesting1@contract.com' and 'Email Address - Security Related Updates' with the value 'amy.pickering117@brookfieldrps.com'. A green 'Save' button is located at the bottom right of the form.

THANK YOU

If you have any questions, please contact:

Gita Cartwright
Senior Manager, Broker Solutions
gita.cartwright@rpsrealsolutions.com
647.521.9345