



RESIDENTIAL
SERVICES

VALUATIONS
DIRECTTM

IT'S 6:05. CAN YOU GET APPRAISAL STATUS FROM YOUR AMC?

Can you get status on your appraisals anytime, day or night? Does your AMC even answer the phone during regular business hours? Regulatory changes have restricted your ability to interact directly with appraisers but you don't have to give up client service and transparency for the firewall of anonymity.

INTRODUCING VALUATIONSDIRECTTM

ONLINE APPRAISAL ORDERING WITH INSTANT ACCESS TO DETAILED ORDER STATUS

Backed by an industry leader with more than 30 years of trusted appraisal management expertise, ValuationsDirect offers high quality, compliant appraisals across the nation with the added convenience of online credit card ordering, live support 12 hours a day, and 24 hour real-time status updates.

With ValuationsDirect, it doesn't matter if you place one appraisal order or one thousand—you get the same superior level of service and support. There is no need to open an account; simply create a profile and start ordering. The easy-to-use, secure website allows you to enter one order at a time or multiple orders using different borrower credit cards.

Using ValuationsDirectTM enables you to:

- Order and track appraisals online 24/7
- Receive real-time email status updates
- Easily place online credit card orders
- Talk to a live person about your order Monday - Friday 6am - 6pm PST
- Get credible reports from experienced appraisers that know your neighborhoods
- Confidently deliver appraisals to your lender backed by the PCV certificate of appraiser independence
- Deliver UCDP-ready XML files with every appraisal

If you're ready for a better way to order and track appraisals, contact us today at 855.635.5230 or visit pcvmurcor.com/valuationsdirect



BENEFITS OF WORKING WITH PCV MURCOR

You get expert appraisers where you need them

At PCV, we assign the best appraiser using our proprietary technology that matches your property with the most skilled appraiser best suited for the property profile.

This helps to ensure that the appraiser valuing your subject property has:

- Experience and knowledge of the neighborhood and property type
- A proven track record of quality reports measured by reviews and our extensive scorecard system
- A demonstrated ability to deliver appraisals on-time, as promised

Every appraiser we work with is continuously evaluated for the ability to deliver quality reports in a timely manner so you know you get the best appraiser—every time.

We make sure you get the highest quality without sacrificing turn times

Our quality control system is designed to ensure we consistently out-perform your expectations for quality and our appraisals are delivered when promised.

Once your appraisal is submitted, it goes through multiple automated industry-standard reviews. We then apply more than 1000 business rules specially developed by PCV appraisers. After it has passed all automated approvals, appraisals are reviewed manually by our staff appraisers and a second pre-shipment review before it is ever delivered to you.

Sounds like it takes a long time, right? Our systems are designed to streamline and automate the process so that our turn times never suffer. Ask our clients. It's the reason we stay at the top of their scorecards for quality **and** turn times.

Our process delivers service

PCV is committed to providing outstanding client service as part of our quality control system. Our dedication to quality service consistently earns PCV high ratings on our client scorecards.

With PCV, you get:

- Live support 12 hours a day Monday through Friday for questions about your order
- Online order tracking 24/7 so you always know detailed status of your appraisal
- Proactive client support team that communicates with you regarding significant milestones and potential issues

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