Your Vendor Manager’s name and contact information can be found in the “Help” link in your profile.

Please only contact your Vendor Relations Specialist (VR) with questions or concerns unless contacted by someone else from Pro Teck first. Please only contact your VR once, not multiple times, for each issue. They will address your email or voicemail as soon as they are able. All inquiries will be answered quicker if made during regular business hours.
Dear Broker/Agent,

I would like to welcome you to Pro Teck Valuation Services’ vendor network. We appreciate you joining our network, and look forward to a mutually beneficial relationship.

Pro Teck works with many of the nation’s top banks and financial institutions. With these client partnerships comes the opportunity to complete valuations in your locations.

Pro Teck understands that the real estate industry is changing. Your market knowledge and experience is vital to provide Pro Teck and our mutual clients with market data and information that they require.

To help ensure that client expectations are met, Pro Teck has developed a wealth of coaching/training content. Please take the time to click on the links below to learn more about completing BPO’s for Pro Teck Valuation services and read through the “Helpful Suggestions” on page 2 and save them for future reference.

Please upload your license, W9, E&O (if applicable), resume (optional), signed broker acknowledgement, background check and a fully completed vendor onboarding checklist to complete your application and onboarding process. Each of these documents will be verified by our staff and are required to activate you to receive future work from Pro Teck.

This 40 minute course introduces and highlights some of the more important of the many resources provided for vendors. This is essential viewing for vendors new to Pro Teck’s network. Introduction to Pro Teck Vendor Resources

If you have any questions, our helpful vendor resource portal should be able to help! From specific client requirements to help writing commentary, we’re able to guide you through it. You can find all documents at: https://www.protk.com/net/training/vendorresourceportal.pdf

Sincerely,

Pro Teck Team
Pro Teck Valuation Services
307 Waverley Oaks Rd | Suite 305 | Waltham, MA 02452
Office: 1.800.886.4949 | Fax: 781.891.3553
www.proteckservices.com

Requirements and Helpful Suggestions

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Each order has Special Instructions that must be read, observed and adhered to. Not doing so without commentary as to why the special instructions cannot be adhered to will typically result in a rejection, where the report will be sent back to you for corrections and/or commentary.

1. **Real Estate License**: Pro Teck requires that each vendor on the panel have an active and clean real estate license. Please upload a copy of your license to your profile page for verification. Pro Teck will verify your license with the local state board to ensure licenses are in good standing.

2. **W9**: Pro Teck requires that each vendor have a W9 on file for tax and payment purposes. Please complete and upload your W9 to our document uploads page.

3. **E&O**: Pro Teck does not require that any of our active agents and or Broker carry E&O but if you do have a policy please upload it to your profile.

4. **Resume**: Pro Teck will verify years of experience for all panel members and requests that a resume be provided as part of the onboarding process.

5. **Broker Acknowledgment**: Pro Teck requires that each vendor sign our broker acknowledgement form attesting that all information provided in your vendor application is correct and there is no open litigation on your license.

6. **Background Check**: Pro Teck requires all agents and or brokers to perform a background check and background checks must be done annually. Please click on the link under background check in your vendor profile to complete your background check. Pro Teck will also accept a background check from an outside provider completed in the last 12 months if it meets all of our requirements. Please upload a copy in your profile for Pro Teck to review.

7. **Vendor Onboarding Checklist**: Pro Teck requires that each newly boarded panel member complete our vendor onboarding checklist. This checklist serves as the full application and written interview process for approval. The checklist is also a guide to assist you in providing all of the necessary documentation required to active your profile and start receiving work.

8. **Vendor Agreement**: Pro Teck’s Vendor Agreement must be signed before acceptance of any report

9. **Direct Deposit**: Pro Teck offer direct deposit for all panel members for efficiency and paperless payments. Instructions on how to sign up through Paymode are provided in this welcome package.

10. **State Policies**: Please make sure you adhere to all state regulatory policies.

11. **MLS**: Please make sure you are geographically competent and you have local MLS access for the subject property and surrounding area. When you enter in your coverage area you are attesting that you are geographically competent and have MLS for the coverage area entered.

12. **Turn Around Time**: 2 Calendar days for exterior broker price opinions. Interior inspections are 24 hours after the scheduled appointment.

13. **Web Site**: [http://www.protk.com](http://www.protk.com) you can submit the valuation forms using our web site. Contact your vendor manager for your user name and password.

14. **Forms**: Complete forms with the best comps possible. Carefully consider distance and sale date. Fill in all of the fields.

15. **Trouble shooting**: If you find you are having difficulty finding comparable or need some help on completing any of our forms, please do not hesitate to contact your vendor manager.

16. **Do not proceed if and contact your vendor manager if**: A) the property is listed with your agency.  
   B) You or your agency has any financial or personal interest in the property or with the owners.  
   C) The property appears uninhabitable.  
   D) The property is commercial, industrial, mixed use, 5 units or more.  
   E) The property is a personal property mobile home.


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18. **No Recent Comparable:** It is okay to use comps up to 1 year old and extend distance from the subject, however, an explanation is necessary. For example: “Lack of sales and inventory in subject area”. If the style of the comp is different from the subject, please explain why it was chosen. For example: “Similar to subject in room count and/or Gross Living Area (GLA), same neighborhood.”

19. **Avoid Subjective Comments:** Use comments and narratives to describe the subject property, the comps and neighborhood. As a general rule, focus on physical descriptions and factual information rather than flowery adjectives and comments, which may be interpreted as discriminating. Tell us what you see not what you know. Please do not copy the MLS marketing comments. Provide reasoning why each comp was used.

20. **Positive Features:** This is an important part of the valuation. Please fill in the subject qualities that add to subject price and marketability. For example: “Level lot, maintained and marketable, new roof, area of higher priced homes, average or above average curb appeal.”

   **Negative Features:** This is also a necessary part of the valuation. Your input here is necessary to explain why the market price is what it is. For example: “Heavily traveled road, house has deferred maintenance, area of lower priced homes, below average curb appeal.”

21. **Proofread:** Double check the valuation before you submit report to make sure you have filled in the entire subject and comparable data, commentary and remarks sections.

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**Pro Teck Valuation Services Professional Expectations**

**First Impressions**
When you contact the owner/contact to set up an inspection date/time, please introduce yourself properly. If you have an Assistant/Trainee please ask if bringing them to inspection would be ok, please do not surprise them at time of inspection.

**Be On Time/Punctual**
- If you are running late or have to cancel at the last minute, please call and notify the borrower/contact prior to the inspection time. It is imperative to let them know as soon as you know.

**Dress Code/Appearance**
- Appropriate dress is required. Please make sure that you dress professionally. You are a representative of Pro Teck Valuation Services and our clients.

**Conversations to Avoid**
- Comparable Selection - do not discuss comparable selection
- Driving distance - how long it took you to get there, etc.
- **Price** - even if the homeowner asks for your “best guess”, you cannot discuss price with the homeowner
- Fees - under no circumstances can you discuss your fee with the homeowner
- Current interest rates and other lender’s business practices
- Personal conversation - keep all conversations professional

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**Courtesy Items**
- With respect to the homeowners, please be mindful to wipe your feet, especially in inclement weather. You may be asked to remove your shoes before entering into someone’s home.
- Be respectful and attentive when homeowner talks with you.
- As always, do not bring children to inspections
- Allow enough time for inspection without giving the impression of being in a rush

**Valid ID and Business Card**
- Be prepared to provide a business card, if available, at each site inspection, and a driver’s license or state issued ID for identification upon request at site visit.

It is always important to remember that in addition to yourself, you represent both Pro Teck Valuation Services and our clients. The borrowers want to feel assured that the people involved in their transaction are professional and knowledgeable. As you know, for many first impressions is everything.

Save this sheet for future reference, and
THANK YOU VERY MUCH FOR ALL YOU HARD WORK!