

FIELD INFORMATION SERVICES



WELCOME TO AGERO

Agero is a longtime leader in the roadside assistance market, combining industry-leading innovation, award winning service, and an unsurpassed network of Service Providers. For over 40 years, we've provided vehicle manufacturers, insurance carriers, and other entities with privately labeled state-of-the-art roadside assistance.

Agero is now introducing Field Information Services (FIS), a new way for our Service Providers to earn extra income by providing asset inspections, verifications, and other on-site documentation tasks simply by using their smart phones and/or tablets.

The new program makes perfect sense. Our existing service call coverage extends throughout the entire nation – traveling between locations, Agero Service Providers are passing virtually every home and business in the U.S. every week! FIS is designed to let you make the most of your existing resources during off-peak hours while enjoying entirely new income streams.

A range of services is offered, from simple exterior verifications to more intensive interior inspections. Most services are designed to avoid or minimize customer contact, and a majority of them can be performed by the driver from the service vehicle.

It's the latest way Agero's industry leadership is enabling our Service Providers to profit from our innovation, technology, and nationwide coverage.

Access this Field Information Services On Boarding Packet and other helpful information online at www.AgeroTicket.com.



TABLE OF CONTENTS



Initial FIS Offerings.....	1
Why FIS Makes Sense for Service Providers.....	1
What You Need to Get Started.....	2
How to Bill For Services.....	3
FIS Agent Responsibilities.....	3
Best Practices.....	4
How to Use Agero’s FIS Dispatch Portal.....	5
Photography Guidelines and Tips.....	38
Glossary of FIS Terms.....	44
Details of RISC Training and Certification (Currently Optional).....	46

FIELD INFORMATION SERVICES



OUR INITIAL FIS OFFERINGS INCLUDE »

- Drive-By Inspection Services (Home/ Vehicle) - services require the least amount of time to perform, gather the least amount of information, and involve no personal contact. Includes information or asset verifications and drive-by property inspections with photos for documentation.
- Repo Lot Inspection/ Vehicle Valuation - services involve asset (vehicle or property) inspections, assessments, photos, or detailed descriptions, and may require the field agent to interact with the insured, body shops, merchants, or individuals who reside or work at a given location. Includes vehicle condition and/or valuation reports and property occupancy verifications
- Transport Services - services will involve non-priority, non-emergency towing of vehicles from one location to another.

For your convenience and reference, we've provided a Photography Guidelines and Tips section (page 43) including rules and sample photos, as well as a Comprehensive Glossary of Common Field Services (page 49) featuring descriptions of the services field inspectors typically perform.

WHY FIELD INFORMATION SERVICES MAKES SENSE FOR SERVICE PROVIDERS »

- Earn More Money with Additional Dispatches—FIS offers you a quick way to expand your business by adding a new source of revenue. More calls mean more money. And you can even customize your territory.
- Keep Your Fleet Busy During Down Time—Now you can utilize your fleet to their maximum potential by covering FIS dispatches in between your roadside and towing calls.
- Virtually No Start-up Costs—Minimal equipment and experience is needed. Plus, there is no certification required at this time to join FIS. It's a fast and easy way to start making more money quickly.

FIELD INFORMATION SERVICES



WHAT YOU'LL NEED TO GET STARTED »

1. Access to the FIS Dispatch Portal:

The goal of the portal is to provide you with a turnkey electronic system to accept, manage, and complete your field service assignments.

To accomplish this, we've developed proprietary software, FIS Dispatch, in conjunction with MBSi Capital Corp. Each facet of this cost effective, easy-to-use software is designed to work seamlessly with the next, providing you with a reliable solution for managing your day-to-day operations.

All levels of users will quickly discover that there is little or no learning curve involved with using the FIS Dispatch Portal. Key features provide users with valuable visual cues to help reduce data entry errors and minimize support-related issues.

For your convenience, full instructions on using the FIS Dispatch Portal are included in this document on page 11.

Benefits of using the FIS Dispatch Portal:

- **TIMELY** - Gives you the ability to immediately receive assignments, dispatch to your drivers' in the field and close assignments remotely.
- **LOCATION TECHNOLOGIES** - All addresses are mapped and can come with turn-by-turn driving routes, reducing the time it takes your employees to complete assignments
- **PAPERLESS** - Everything is electronic: electronic data entry, dispatch and assignment transactions
- **AUTOMATIC** - Link previously worked assignments for enhanced historical data
- **VERIFY** - All the assignment addresses and VINs are validated through state-of-the art software, minimizing inefficiencies in the field

2. Smart Phone or Tablet:

- Participation in this program requires a smart phone or tablet.
- Agero has teamed up with New England Wireless and Phone Depot to offer our Service Providers exclusive deals on the latest wireless devices and services.
- Phone Depot and New England Wireless are offering free tablets and smart phones with select plans, along

with reduced monthly service costs through Agero's wireless discount program. They're also offering rugged Agero-branded accessory bundles with each new order. The phones come preloaded with Agero's Field Services Dispatch Portal application, a smart phone and internet accessible site that delivers up-to-the-minute status updates to the customer and to Agero with just the push of a button.

- For more information, simply contact New England Wireless at **978-375-6057** or check out the exclusive offers for Agero Service Providers online at **www.AgeroProviderPerks.com** (under the "Phone & Internet" section).

3. RISC Alliance Membership (CURRENTLY OPTIONAL)

- The RISC Alliance program is a new standard within the industry that establishes training and certification credibility within the collateral recovery industry. Agero has partnered with RISC Alliance to offer a discounted training program for all Agero service providers.
- **At this time, RISC Membership is NOT required** to participate in the FIS program. However, as our service offerings grow, **it will become necessary to make membership and training a requirement** for performing certain service offerings.
- For details, including info on the importance of training your specialists in the field to protect themselves and your business entity, see page 53

ADDITIONAL TOOLS AND RESOURCES:

- **Reliable Transportation** – You'll be driving from inspection to inspection, and since you have to meet turnaround time obligations, a reliable vehicle is essential.
- **Business Insurance** – It's prudent to carry it for any business you start, and Field Services is no exception.
- **GPS** – This huge time saver allows you to follow a route with multiple destinations without having to type in a new destination after completing each inspection.

FIELD INFORMATION SERVICES



HOW TO BILL FOR SERVICES »

- Billing for services is automatic – there's no need for additional resources or personnel on your end.
- Upon completing and submitting an order, your payment is automatically processed by Agero.
- Direct Deposit Information
 - Agero has selected Bank of America's Paymode-X to enable direct deposit of all invoice payments.
 - With Paymode-X, Service Providers benefit from quick and easy enrollment, fast payments, and secure processing.
 - Enroll for free at www.paymode.com/agero or, if you need assistance, call toll free 1-877-443-6944 to speak to a PayMode-X representative directly.

FIS AGENT RESPONSIBILITIES »

What Are Your Responsibilities as an Agero FIS Agent?

- As an Agero Service Provider, you are responsible for maintaining all applicable licenses and permits associated with your business. Also, you must be in compliance with all local, state, and federal regulations governing your operations.
- Agero will need to receive all current certificates of insurance, listing Agero as an additional insured. Failure to adhere to this requirement will result in suspension or removal from the network.
- Insurance minimums required by Agero are listed below:
 - Commercial General Liability: \$300,000/occurrence minimum
 - Commercial Auto Liability: \$300,000/occurrence minimum
 - Workers Compensation for employees: Statutory limits
- As a Service Provider, your company and employees are viewed as professionals in the eyes of the customer. It is your responsibility to ensure your employees are well trained and knowledgeable in administering FIS.
- All employees should be educated in customer relation skills. As professionals, your employees should present themselves in a professional manner both in appearance and in the manner in which they interact with customers.
- Your service vehicles should be well maintained, equipped and clean at all times. Remember, you only have one opportunity to make a good impression, and your employees and their vehicles are an extension of the FIS program.

BEST PRACTICES



WHEN YOU'RE ON SCENE »

General guidelines applicable to most, but not all, services performed.

- Do not exit your vehicle
- Do not drive onto customer's property (i.e. driveway, sidewalk, etc)
- Always be aware of your surroundings
- Avoid drawing attention to yourself (i.e. loud music, etc)
- If possible, avoid all contact with the customer
- If confronted by a customer, remove yourself from the situation and leave the scene as soon as possible
- If approached by law enforcement, provide truthful and accurate responses
- If approached, do not speak with neighbors or other individuals
- When not in use, digitally lock and secure your smart phone and/or tablet
- When taking pictures, do not get out of your vehicle or enter onto customer's or neighbor's properties
- Do not share any order or customer information with anyone within and outside your company
- Follow all traffic laws and road rules when executing your assignments
- Avoid downloading suspect applications to your smart phone and/or tablet – such downloads can compromise any data you entered into those devices

WHEN YOU'RE MANAGING PERFORMANCE »

Use the reporting available through the FIS Dispatch Portal, which allows you to view reports on how you and your team are performing. Simply clicking on the "Reports" button allows you to manage performance for the following metrics:

- By assignment status (declined, unaccepted, rejected, accepted-unassigned, accepted-assigned, acknowledged, reassigned, checking-in, completed)
- Assignment breakdown (by type)
- % located
- % located that were recovered
- % located by account type
- Avg. days until your assignments were accepted by your field agents, checked-in, and completed by account type

YOU CAN ALSO MANAGE PERFORMANCE BY TIME PERIODS »

- Last month
- Last quarter
- Last year
- YTD
- Custom dates
- Comparables
- Last year – same time period
- Last 5 years
- Custom dates

FIS DISPATCH PORTAL

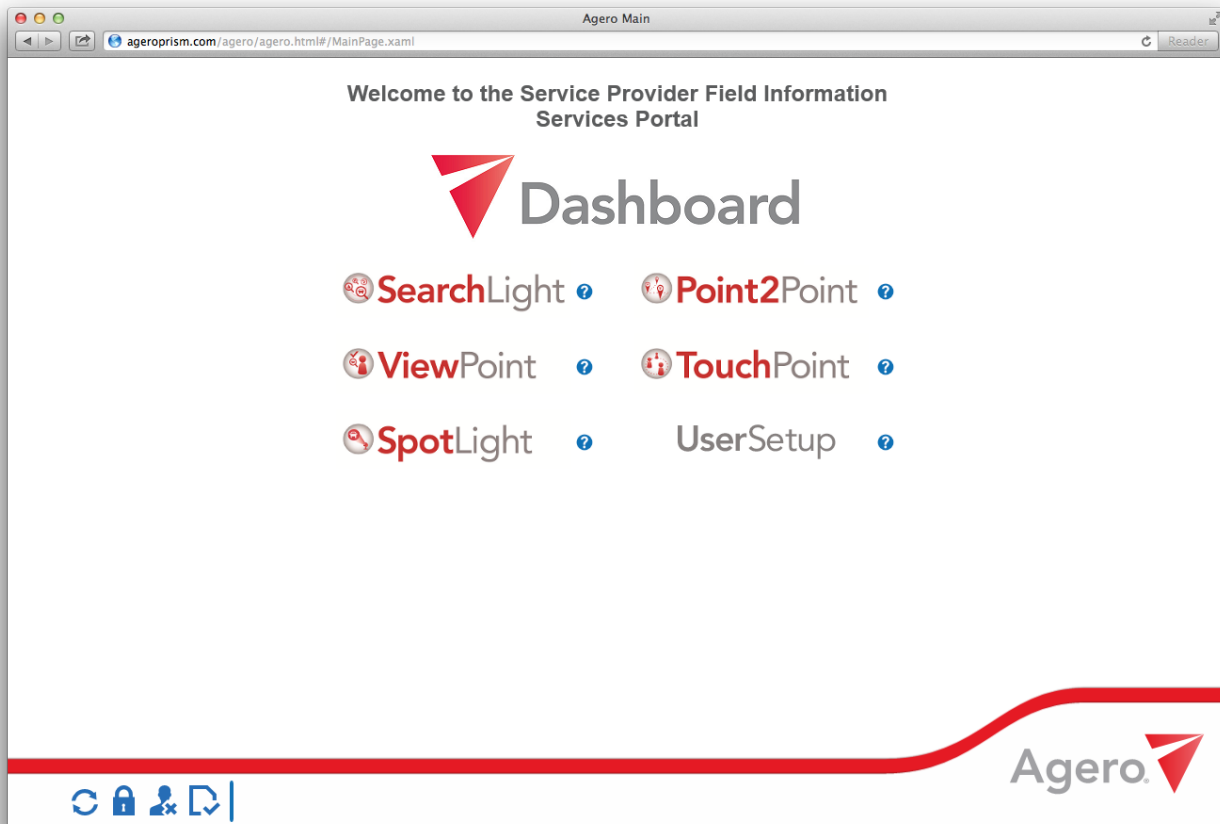


HOW TO USE THE FIS DISPATCH PORTAL »

You'll find detailed instruction below for accepting, managing, and completing your field service assignments using the FIS Dispatch portal. As you'll see, it's designed to be a turnkey tool for managing your day-to-day field service operations with little or no learning curve.

Logging in to the FIS Dispatch Portal





- Go to www.ageroprism.com (you'll be prompted to install Microsoft Silverlight if necessary)
- Enter User Name and Password as provided by Agero (on the bottom right corner of screen)
- Click on "Dashboard" to view all request options








FIS DISPATCH PORTAL

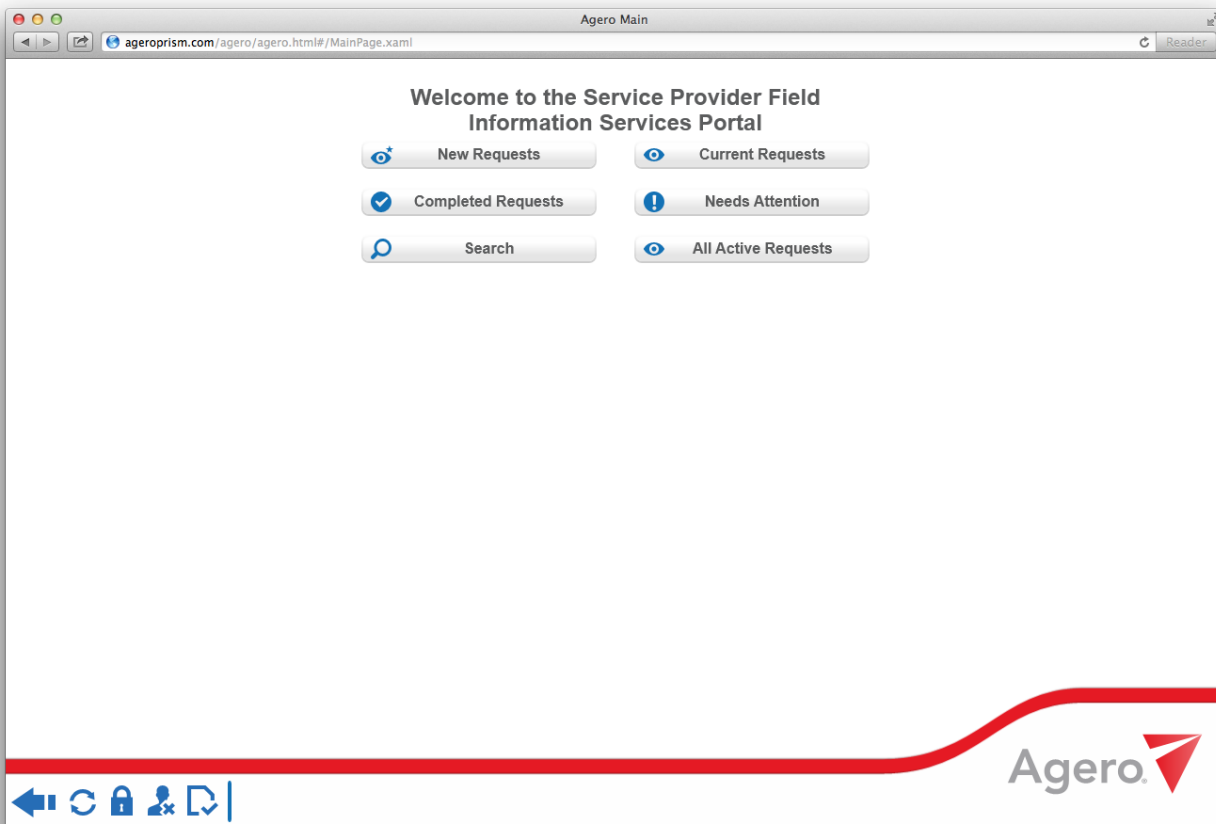


Welcome Page

1.  New Requests: view all new requests waiting to be dispatched (Page 7)
2.  Current Requests: view all requests currently in progress (Page 15)
3.  Completed Requests: view all requests that have been completed (Page 25)
4.  Needs Attention: view all requests that are behind schedule or have been rejected by driver (Page 28)
5.  Search: search for any type of request (Page 32)
6.  All Active Requests: view all active requests (Page 33)

Bottom Menu Functions

-  = Return to previous page
-  = Refresh current page
-  = Lock application without logging out
-  = Log out
-  = Best Practices document



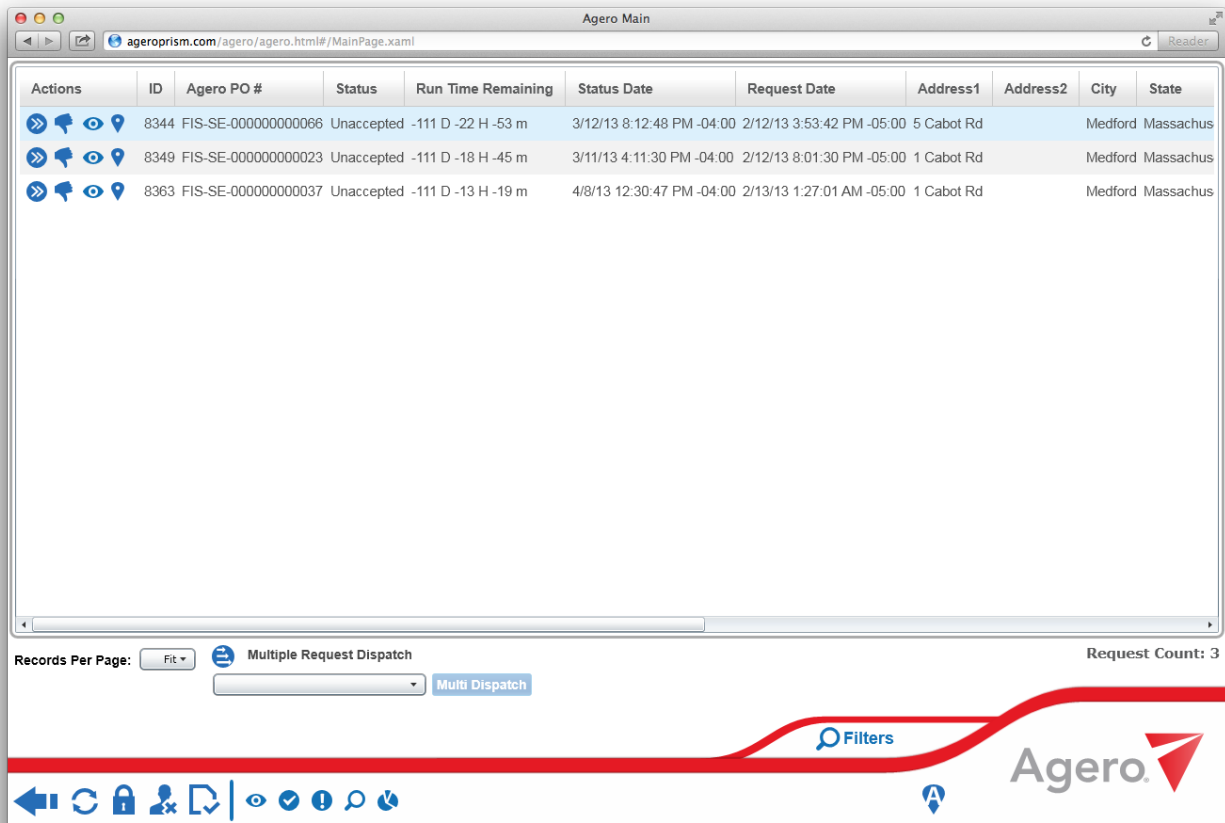
FIS DISPATCH PORTAL



1. NEW REQUESTS »

All open requests and details will be listed upon clicking the “New Requests” tab from the Welcome Page

- Sort by any of the fields, in ascending to descending order, from “ID” to “Requestor Name” by clicking on the top header of the column
- Sort by multiple columns by holding shift and clicking on the column header, the sort order is then in the order that you clicked the column headers



The screenshot shows the Agero Main web application interface. The browser address bar displays "ageroprism.com/agero/agero.html#/MainPage.xaml". The main content area features a table with the following columns: Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, City, and State. Three rows of request data are visible, all with a status of "Unaccepted".

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
	8344	FIS-SE-000000000066	Unaccepted	-111 D -22 H -53 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Massachus
	8349	FIS-SE-000000000023	Unaccepted	-111 D -18 H -45 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford	Massachus
	8363	FIS-SE-000000000037	Unaccepted	-111 D -13 H -19 m	4/8/13 12:30:47 PM -04:00	2/13/13 1:27:01 AM -05:00	1 Cabot Rd		Medford	Massachus

Below the table, there are controls for "Records Per Page" (set to "Fit"), "Multiple Request Dispatch" (with a dropdown menu), and a "Multi Dispatch" button. The "Request Count: 3" is displayed on the right. The footer includes a "Filters" button, the Agero logo, and a navigation bar with various icons.







FIS DISPATCH PORTAL





















Choose from the following actions by selecting the icons located to the left of each:

Accept and Dispatch Action = 

- If you "Accept Only" the request will remain in "New Requests" until assigned to a driver
- To assign and view closest Mobile Users (driver):
 - Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to the FIS Dispatch Portal to refresh signal

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
 	8344	FIS-SE-000000000066	Unaccepted	-111 D -22 H -53 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Massachus
 	8349	FIS-SE-000000000023	Unaccepted	-111 D -18 H -45 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford	Massachus
 	8363	FIS-SE-000000000037	Unaccepted	-111 D -13 H -19 m	4/8/13 12:30:47 PM -04:00	2/13/13 1:27:01 AM -05:00	1 Cabot Rd		Medford	Massachus

Mobile User	Distance	Status	Current
 dean pennington	 0.10 Mi	Online	0
 eric villhauer	 0.11 Mi	Online	0
 monique bailey	 0.11 Mi	Online	0
 fayola goulbourne	 0.11 Mi	Online	0
 Kevin Ashworth	 0.12 Mi	Online	0
 Kevin Ashworth	 0.13 Mi	Online	0
 mu.Demo6	 0.13 Mi	Online	0







-  = mobile user/driver details
-  = to assign dispatch to mobile user/driver
-  = to view request details
-  = to accept automatically to closest mobile user/driver
- Request Notes = provide specific instructions to selected mobile user/driver
- Once request is accepted, it will be automatically moved to "Current Requests" for tracking purposes

FIS DISPATCH PORTAL



Reject Action =

- Provides details around selected request
- Reason must be given in order to reject

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
 	8344	FIS-SE-000000000066	Unaccepted	-111 D -22 H -53 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Massachus
 	8349	FIS-SE-000000000023	Unaccepted	-111 D -18 H -45 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford	Massachus
 	8363	FIS-SE-000000000037	Unaccepted	-111 D -13 H -19 m	4/8/13 12:30:47 PM -04:00	2/13/13 1:27:01 AM -05:00	1 Cabot Rd		Medford	Massachus


Request # 8344 Request Reject

Status	Unaccepted	VIN	
Requestor Company	Requestor Finance	Asset	0
Requestor Location	Requestor Finance	Plate / State	/
Requestor Name	Stephen Ferretti	Service	Mortgage Drive-by...
Address 1	5 Cabot Rd	Time Slot	Daylight Hours
Address 2		Service Provider	DemoRoadsideCo
City	Medford	Provider Location	
State	Massachusetts	Provider Agent	
Zip	02155	Request Date	2/12/13 3:53:42 PM -05:00

Request Notes:

Reason:

Reject

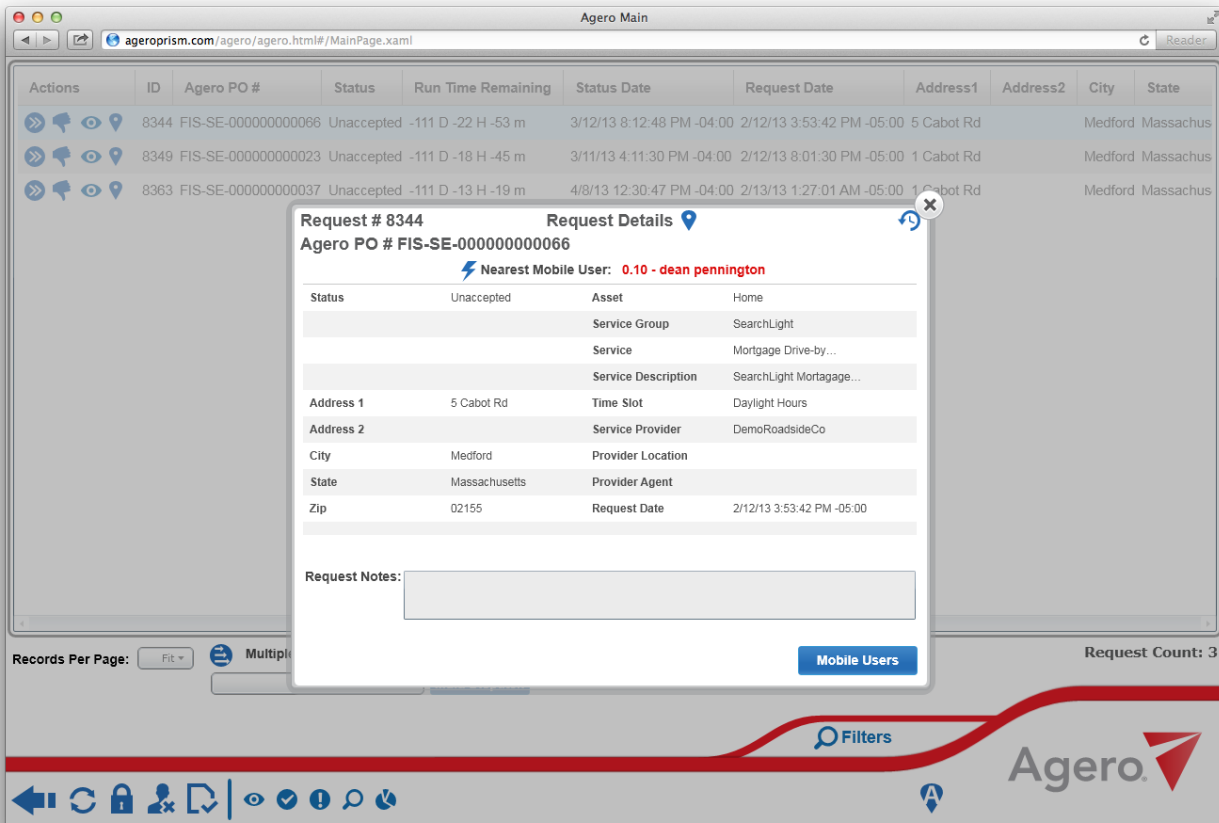
-  = to reject request
- Request will be deleted

FIS DISPATCH PORTAL



View Details =

- View all details for open requests



The screenshot shows the Agero Main web application interface. At the top, there is a browser window with the URL `ageroprism.com/agero/agero.html#/MainPage.xaml`. Below the browser window is a table with columns: Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, City, and State. The table contains three rows of data for requests 8344, 8349, and 8363, all with a status of 'Unaccepted'. A modal window titled 'Request # 8344 Request Details' is open, displaying the following information:

Request # 8344
Agero PO # FIS-SE-000000000066
Nearest Mobile User: 0.10 - dean pennington

Status	Unaccepted	Asset	Home
Service Group	SearchLight		
Service	Mortgage Drive-by...		
Service Description	SearchLight Mortgage...		
Address 1	5 Cabot Rd	Time Slot	Daylight Hours
Address 2	Service Provider: DemoRoadsideCo		
City	Medford	Provider Location	
State	Massachusetts	Provider Agent	
Zip	02155	Request Date	2/12/13 3:53:42 PM -05:00

Below the table is a 'Request Notes' field. At the bottom of the modal, there is a 'Mobile Users' button. The main application footer includes 'Records Per Page: Fit', 'Multiple', 'Filters', and the Agero logo. The 'Request Count: 3' is displayed in the bottom right corner.

- **Mobile Users** = View all Mobile Users (drivers)
- Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to the FIS Dispatch Portal to refresh signal

FIS DISPATCH PORTAL



Request # 8344 Request Accept

Mobile User	Distance	Status	Current
dean pennington	0.10 Mi	Online	0
eric villhauer	0.11 Mi	Online	0
monique bailey	0.11 Mi	Online	0
fayola goulbourne	0.11 Mi	Online	0
Kevin Ashworth	0.12 Mi	Online	0
Kevin Ashworth	0.13 Mi	Online	0
mu Demo5	0.13 Mi	Online	0

Request Notes:

Accept Only Request Info




Records Per Page: Fit Multi Dispatch Request Count: 3

Filters Agero

- = driver details
- = to assign dispatch to mobile user/driver
- = to view request details
- = to accept automatically to closest mobile user/driver
- Request Notes = provide specific instructions to selected mobile user/driver
- Once request is accepted, it will be automatically moved to "Current Requests" for tracking purposes

FIS DISPATCH PORTAL



- Map Request = 
 -  = to view requested service location via map
 - Scroll over icon for further details
 -  = to view mobile user/driver location via map
 - Scroll over icon for further details

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
	8344	FIS-SE-000000000066	Unaccepted	-111 D -22 H -53 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Massachus
	8349	FIS-SE-000000000023	Unaccepted	-111 D -18 H -45 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford	Massachus
	8363	FIS-SE-000000000000							Medford	Massachus

Request # 8349

Request Map

Map showing Texas with service location pins (red) and driver location pins (blue). Major cities like Albuquerque, Fort Worth, Dallas, Austin, Houston, and San Antonio are visible. The map includes a scale bar for 250 miles and copyright information for NAVTEQ and Microsoft Corporation.

Records Per Page: Fit

Request Count: 3

Filters

FIS DISPATCH PORTAL



Multiple Request Dispatch

- Located at bottom of "New Requests" page, allows multiple requests to be accepted and dispatched to the same mobile user (driver) simultaneously
- To activate, choose driver from drop down box

The screenshot displays the Agero Main web application interface. At the top, the browser address bar shows the URL `ageroprism.com/agero/agero.html#/MainPage.xaml`. Below the address bar is a table with the following columns: Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, City, and State. The table contains three rows of data, all with a status of "Unaccepted".

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
	8344	FIS-SE-000000000066	Unaccepted	-111 D -22 H -53 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Massachus
	8349	FIS-SE-000000000023	Unaccepted	-111 D -18 H -45 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford	Massachus
	8363	FIS-SE-000000000037	Unaccepted	-111 D -13 H -19 m	4/8/13 12:30:47 PM -04:00	2/13/13 1:27:01 AM -05:00	1 Cabot Rd		Medford	Massachus

Below the table, there is a "Records Per Page" dropdown set to "Fit" and a driver selection dropdown menu. The dropdown menu is open, showing a list of driver names: fayola goulbourne, jenalynn johnson, chris young, MU Demo1, MU Demo4, mu Demo5, and Joe Weber. A "Multi Dispatch" button is visible next to the dropdown. The interface also includes a "Filters" button, the Agero logo, and a "Request Count: 3" indicator. At the bottom, there is a navigation bar with various icons.

FIS DISPATCH PORTAL



- Select “check box” next to each assignment listed above to be dispatched to the same driver
- **Multi Dispatch** = click to dispatch selected assignments to driver

Multi Dispatch	Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	C
<input checked="" type="checkbox"/>		8344	FIS-SE-0000000000066	Unaccepted	-111 D -24 H -44 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		M
<input type="checkbox"/>		8349	FIS-SE-0000000000023	Unaccepted	-111 D -20 H -37 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		M
<input checked="" type="checkbox"/>		8363	FIS-SE-0000000000037	Unaccepted	-111 D -15 H -11 m	4/8/13 12:30:47 PM -04:00	2/13/13 1:27:01 AM -05:00	1 Cabot Rd		M

Once assignment is dispatched, it is accepted and will be automatically moved to “Current Requests” for tracking purposes

Bottom menu functions

- = Return to previous page
- = Refresh current page
- = Lock application without logging out
- = Log out
- = Best Practices document
- = View current requests
- = View complete requests
- = View needs attention requests
- = Search all requests
- = Reports
- = View map of all above assignments
- = Filter to find specific assignments

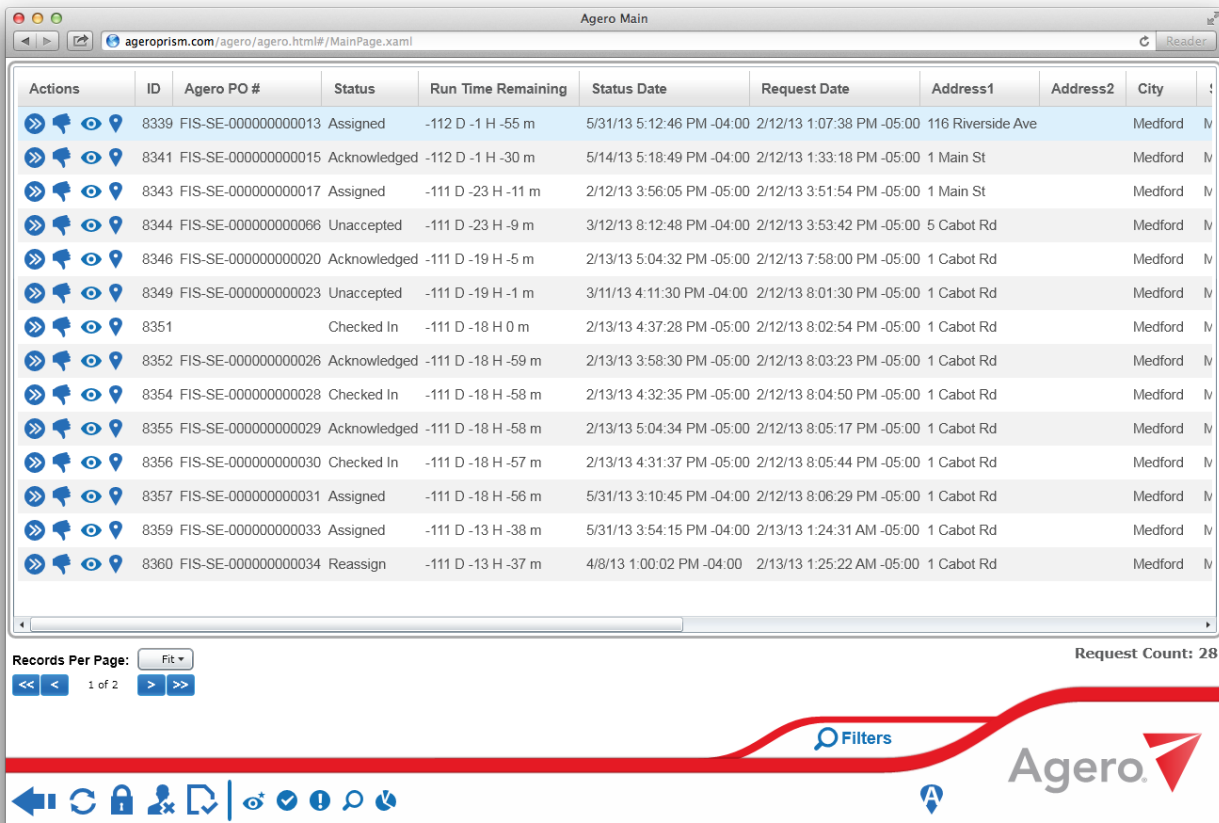
FIS DISPATCH PORTAL



2. CURRENT REQUESTS »

All requests and details that are currently in progress will be listed upon clicking the “Current Requests” tab from Welcome Page

- Sort by any of the fields, in ascending to descending order, from “ID” to “Requestor Name” by clicking on the top header of column
- Sort by multiple columns by holding shift and clicking on the column header, the sort order is then in the order that you clicked the column headers




Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8339	FIS-SE-000000000013	Assigned	-112 D -1 H -55 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford
	8341	FIS-SE-000000000015	Acknowledged	-112 D -1 H -30 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford
	8343	FIS-SE-000000000017	Assigned	-111 D -23 H -11 m	2/12/13 3:56:05 PM -05:00	2/12/13 3:51:54 PM -05:00	1 Main St		Medford
	8344	FIS-SE-000000000066	Unaccepted	-111 D -23 H -9 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford
	8346	FIS-SE-000000000020	Acknowledged	-111 D -19 H -5 m	2/13/13 5:04:32 PM -05:00	2/12/13 7:58:00 PM -05:00	1 Cabot Rd		Medford
	8349	FIS-SE-000000000023	Unaccepted	-111 D -19 H -1 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford
	8351		Checked In	-111 D -18 H 0 m	2/13/13 4:37:28 PM -05:00	2/12/13 8:02:54 PM -05:00	1 Cabot Rd		Medford
	8352	FIS-SE-000000000026	Acknowledged	-111 D -18 H -59 m	2/13/13 3:58:30 PM -05:00	2/12/13 8:03:23 PM -05:00	1 Cabot Rd		Medford
	8354	FIS-SE-000000000028	Checked In	-111 D -18 H -58 m	2/13/13 4:32:35 PM -05:00	2/12/13 8:04:50 PM -05:00	1 Cabot Rd		Medford
	8355	FIS-SE-000000000029	Acknowledged	-111 D -18 H -58 m	2/13/13 5:04:34 PM -05:00	2/12/13 8:05:17 PM -05:00	1 Cabot Rd		Medford
	8356	FIS-SE-000000000030	Checked In	-111 D -18 H -57 m	2/13/13 4:31:37 PM -05:00	2/12/13 8:05:44 PM -05:00	1 Cabot Rd		Medford
	8357	FIS-SE-000000000031	Assigned	-111 D -18 H -56 m	5/31/13 3:10:45 PM -04:00	2/12/13 8:06:29 PM -05:00	1 Cabot Rd		Medford
	8359	FIS-SE-000000000033	Assigned	-111 D -13 H -38 m	5/31/13 3:54:15 PM -04:00	2/13/13 1:24:31 AM -05:00	1 Cabot Rd		Medford
	8360	FIS-SE-000000000034	Reassign	-111 D -13 H -37 m	4/8/13 1:00:02 PM -04:00	2/13/13 1:25:22 AM -05:00	1 Cabot Rd		Medford

Records Per Page: 1 of 2

Request Count: 28


[Filters](#)



FIS DISPATCH PORTAL






Choose from the following actions by selecting the icons located to the left of each:

- Accept and Dispatch Action/ Request Reassign = 
 - Request Reassign: change mobile User/ drivers from who was originally selected
 - Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to FIS Dispatch Portal to refresh signal

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8339	FIS-SE-00000000013	Assigned	-112 D -1 H -55 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford
	8341	FIS-SE-00000000015	Acknowledged	-112 D -1 H -30 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford
	8343	FIS-SE-00000000017	Assigned	-111 D -23 H -11 m	2/12/13 3:56:05 PM -05:00	2/12/13 3:51:54 PM -05:00	1 Main St		Medford

Mobile User	Distance	Status	Current
MU Demo3	1541.54 Mi	Online	0
MU Demo4	1547.67 Mi	Online	0
MU Demo1	1552.72 Mi	Online	0
mu Demo2	1615.38 Mi	Online	0
Joe Weber	1679.92 Mi	Online	0
dean pennington	1.68 Mi	Online	0
Kevin Asbworth	1.60 Mi	Online	0

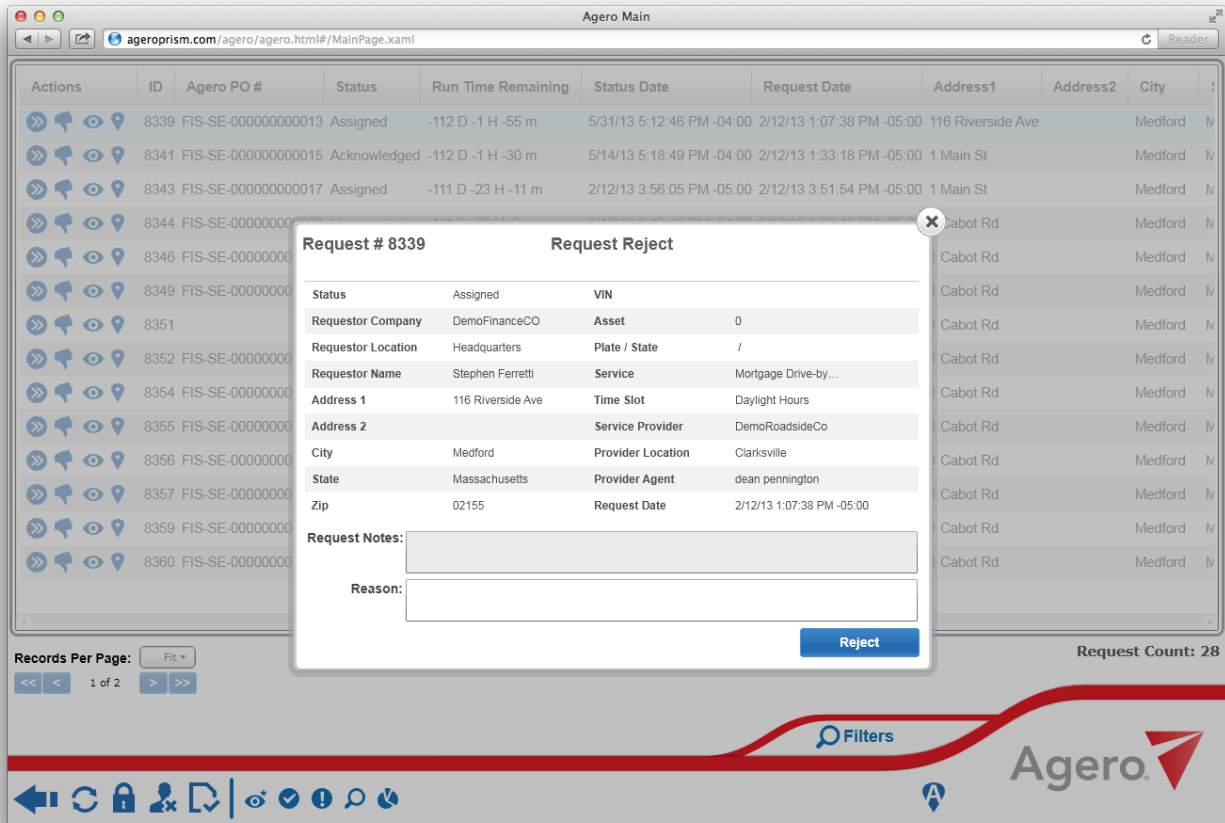
-  = mobile user/driver details
-  = to reassign dispatch to new mobile user/driver
-  = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver















FIS DISPATCH PORTAL



Choose from the following actions by selecting the icons located to the left of each:

- Reject Action = 
 - Provides details around selected request
 - Reason must be given in order to reject




Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8339	FIS-SE-00000000013	Assigned	-112 D -1 H -55 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford
	8341	FIS-SE-00000000015	Acknowledged	-112 D -1 H -30 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford
	8343	FIS-SE-00000000017	Assigned	-111 D -23 H -11 m	2/12/13 3:56:05 PM -05:00	2/12/13 3:51:54 PM -05:00	1 Main St		Medford
	8344	FIS-SE-00000000000					Cabot Rd		Medford
	8346	FIS-SE-00000000000					Cabot Rd		Medford
	8349	FIS-SE-00000000000					Cabot Rd		Medford
	8351	FIS-SE-00000000000					Cabot Rd		Medford
	8352	FIS-SE-00000000000					Cabot Rd		Medford
	8354	FIS-SE-00000000000					Cabot Rd		Medford
	8355	FIS-SE-00000000000					Cabot Rd		Medford
	8356	FIS-SE-00000000000					Cabot Rd		Medford
	8357	FIS-SE-00000000000					Cabot Rd		Medford
	8359	FIS-SE-00000000000					Cabot Rd		Medford
	8360	FIS-SE-00000000000					Cabot Rd		Medford

-  = to reject request
- Request will be deleted

FIS DISPATCH PORTAL



- View Details = 
- View all details for current requests

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8339	FIS-SE-00000000013	Assigned	-112 D -1 H -55 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford M
	8341	FIS-SE-00000000015	Acknowledged	-112 D -1 H -30 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford M
	8343	FIS-SE-00000000017	Assigned	-111 D -23 H -11 m	2/12/13 3:56:05 PM -05:00	2/12/13 3:51:54 PM -05:00	1 Main St		Medford M
	8344	FIS-SE-00000000000					Cabot Rd		Medford M
	8346	FIS-SE-00000000000					Cabot Rd		Medford M
	8349	FIS-SE-00000000000					Cabot Rd		Medford M
	8351	FIS-SE-00000000000					Cabot Rd		Medford M
	8352	FIS-SE-00000000000					Cabot Rd		Medford M
	8354	FIS-SE-00000000000					Cabot Rd		Medford M
	8355	FIS-SE-00000000000					Cabot Rd		Medford M
	8356	FIS-SE-00000000000					Cabot Rd		Medford M
	8357	FIS-SE-00000000000					Cabot Rd		Medford M
	8359	FIS-SE-00000000000					Cabot Rd		Medford M
	8360	FIS-SE-00000000000					Cabot Rd		Medford M

Request # 8339 Request Details
Agero PO # FIS-SE-00000000013
Nearest Mobile User: 1.68 - dean pennington

Status	Assigned	Asset	Home
Service Group	SearchLight		
Service	Mortgage Drive-by...		
Service Description	SearchLight Mortgage...		
Address 1	116 Riverside Ave	Time Slot	Daylight Hours
Address 2		Service Provider	DemoRoadsideCo
City	Medford	Provider Location	Clarksville
State	Massachusetts	Provider Agent	dean pennington
Zip	02155	Request Date	2/12/13 1:07:38 PM -05:00

Request Notes:

Mobile Users

Request Count: 28

- **Mobile Users** = View all Mobile Users (drivers)
 - Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to FIS Dispatch Portal to refresh signal

FIS DISPATCH PORTAL



Request # 8339 Request Reassign
Assigned To: dean pennington

Mobile User	Distance	Status	Current
MU Demo3	1541.54 Mi	Online	0
MU Demo4	1547.67 Mi	Online	0
MU Demo1	1552.72 Mi	Online	0
mu Demo2	1615.38 Mi	Online	0
Joe Weber	1679.92 Mi	Online	0
dean pennington	1.68 Mi	Online	0
Kevin Aebischer	1.60 Mi	Online	0

Request Notes:

Request Info

Records Per Page: Fit 1 of 2




Request Count: 28

Filters Agero

- = mobile user/driver details
- = to reassign dispatch to new mobile user/driver
- [Request Info](#) = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver










FIS DISPATCH PORTAL



- Map Request = 
 -  = to view requested service location via map
 - Scroll over icon for further details
 -  = to view mobile user/driver location via map
 - Scroll over icon for further details

The screenshot displays the Agero Main dispatch portal. At the top, there's a browser window showing the URL 'ageroprism.com/agero/agero.html#/MainPage.xaml'. Below this is a table of request records with columns: Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, City, and State. Three records are visible, all with status 'Unaccepted' and location 'Medford Massachusetts'. A modal window titled 'Request # 8349' is open, showing a map of Texas and surrounding areas with a location pin on Dallas. The bottom of the screen features a navigation bar with icons for back, refresh, lock, log out, document, new requests, completed requests, filters, and a location pin icon. The Agero logo is in the bottom right corner.

Bottom menu functions

-  = Return to previous page
-  = Refresh current page
-  = Lock application without logging out
-  = Log out
-  = Best Practices document
-  = View new requests
-  = View completed requests
-  = View needs attention requests
-  = Search all requests
-  = Reports
-  = View map of all above assignments
-  **Filters** = Filter to find specific assignments

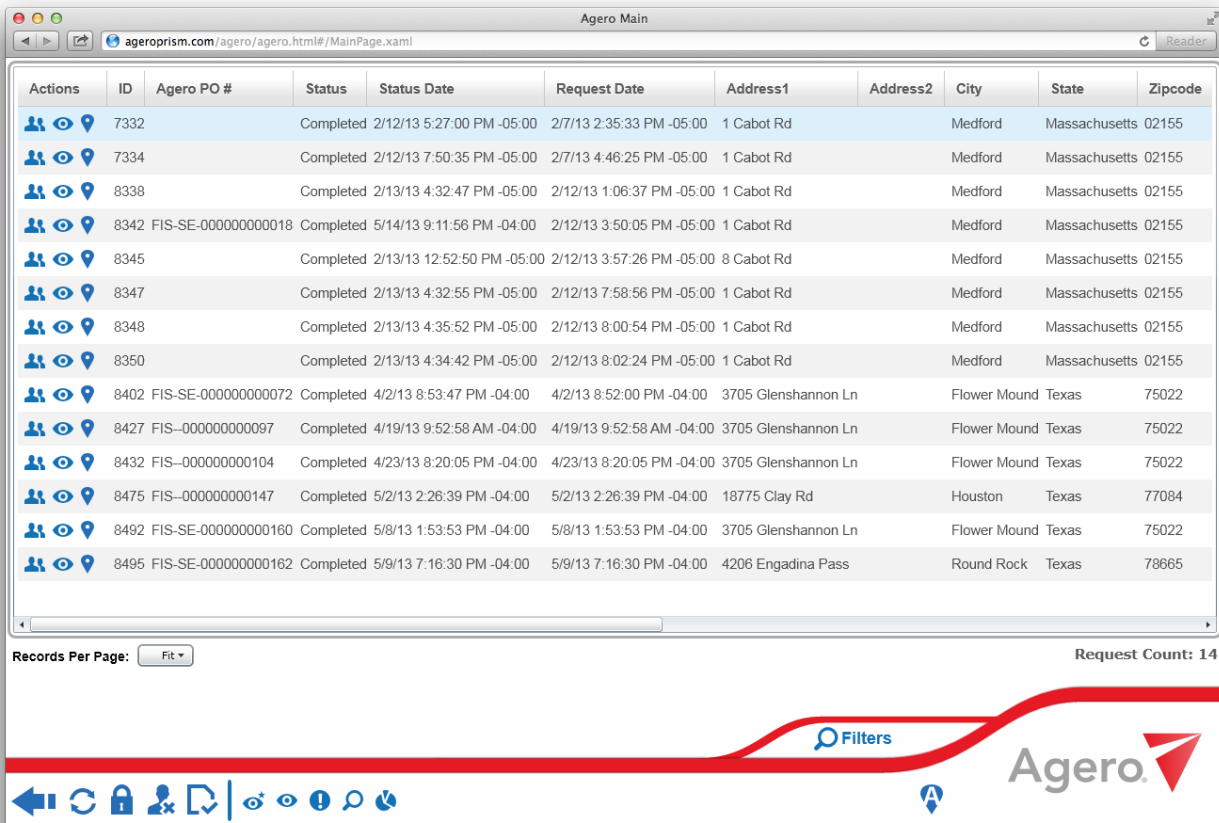
FIS DISPATCH PORTAL













































3. COMPLETED REQUESTS »

All requests and details that have been completed will be listed upon clicking the “Completed Requests” tab from Welcome Page

- Sort by any of the fields, in ascending to descending order, from “ID” to “Requestor Name” by clicking on the top header of column
- Sort by multiple columns by holding shift and clicking on the column header, the sort order is then in the order that you clicked the column headers



The screenshot shows a web browser window titled "Agero Main" displaying a table of completed requests. The table has columns for Actions, ID, Agero PO #, Status, Status Date, Request Date, Address1, Address2, City, State, and Zipcode. Below the table, there is a "Records Per Page" dropdown set to "Fit" and a "Request Count: 14" indicator. At the bottom of the page, there is a navigation bar with icons for back, refresh, lock, user, and other functions, along with a "Filters" button and the Agero logo.

Actions	ID	Agero PO #	Status	Status Date	Request Date	Address1	Address2	City	State	Zipcode
  	7332		Completed	2/12/13 5:27:00 PM -05:00	2/7/13 2:35:33 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	7334		Completed	2/12/13 7:50:35 PM -05:00	2/7/13 4:46:25 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	8338		Completed	2/13/13 4:32:47 PM -05:00	2/12/13 1:06:37 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	8342	FIS-SE-000000000018	Completed	5/14/13 9:11:56 PM -04:00	2/12/13 3:50:05 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	8345		Completed	2/13/13 12:52:50 PM -05:00	2/12/13 3:57:26 PM -05:00	8 Cabot Rd		Medford	Massachusetts	02155
  	8347		Completed	2/13/13 4:32:55 PM -05:00	2/12/13 7:58:56 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	8348		Completed	2/13/13 4:35:52 PM -05:00	2/12/13 8:00:54 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	8350		Completed	2/13/13 4:34:42 PM -05:00	2/12/13 8:02:24 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
  	8402	FIS-SE-0000000000072	Completed	4/2/13 8:53:47 PM -04:00	4/2/13 8:52:00 PM -04:00	3705 Glenshannon Ln		Flower Mound	Texas	75022
  	8427	FIS--0000000000097	Completed	4/19/13 9:52:58 AM -04:00	4/19/13 9:52:58 AM -04:00	3705 Glenshannon Ln		Flower Mound	Texas	75022
  	8432	FIS--000000000104	Completed	4/23/13 8:20:05 PM -04:00	4/23/13 8:20:05 PM -04:00	3705 Glenshannon Ln		Flower Mound	Texas	75022
  	8475	FIS--000000000147	Completed	5/2/13 2:26:39 PM -04:00	5/2/13 2:26:39 PM -04:00	18775 Clay Rd		Houston	Texas	77084
  	8492	FIS-SE-000000000160	Completed	5/8/13 1:53:53 PM -04:00	5/8/13 1:53:53 PM -04:00	3705 Glenshannon Ln		Flower Mound	Texas	75022
  	8495	FIS-SE-000000000162	Completed	5/9/13 7:16:30 PM -04:00	5/9/13 7:16:30 PM -04:00	4206 Engadina Pass		Round Rock	Texas	78665

FIS DISPATCH PORTAL



Choose from the following actions by selecting the icons located to the left of each:

- Contact Agero =

The screenshot shows the 'Agero Main' web application. A modal window titled 'Contact Information' is displayed over a table of request records. The table has columns for Actions, ID, Agero PO #, Status, Status Date, Request Date, Address1, Address2, City, State, and Zipcode. The modal contains the following text:

Contact Information

For emergencies, please call 800-541-2262, option 1.




For non-emergencies, please email vendorrecruitment@agero.com
or Agero Support at FISsupport@Agero.com.

Someone will be in contact with you within 48 hours.


The interface also includes a 'Records Per Page' dropdown set to 'Fit', a 'Request Count: 14' indicator, a 'Filters' button, and the Agero logo at the bottom right. A navigation bar with various icons is visible at the bottom left.

FIS DISPATCH PORTAL



- View Details = 
-  = Map Request to view requested service and driver location via map
-  = History to view history of request



The screenshot shows the Agero Main web application. At the top, the browser address bar displays 'ageroprism.com/agero/agero.html#/MainPage.xaml'. Below the browser is a table with columns: Actions, ID, Agero PO #, Status, Status Date, Request Date, Address1, Address2, City, State, and Zipcode. A modal window is open over the table, displaying details for 'Request # 7332' which is 'Request Completed'. The modal contains a table with the following data:

Request # 7332			
Request Completed 			
Agero PO #			
Status	Completed	VIN	
Service Group	SearchLight	Asset	0
Service	Basic	Plate / State / Color	/ /
Service Description	SearchLight Basic...	Time Slot	All Standard
Address 1	1 Cabot Rd		
Address 2	Service Provider	DemoRoadsideCo	
City	Medford	Provider Location	Irving
State	Massachusetts	Provider Agent	MU Demo1
Zip	02155	Request Date	2/7/13 2:35:33 PM -05:00

Below the table, there is a 'Records Per Page: Fit' dropdown and a 'Request Count: 14' indicator. At the bottom of the interface, there is a navigation bar with icons for back, refresh, lock, user, and other functions, along with a 'Filters' button and the Agero logo.











FIS DISPATCH PORTAL



- Map Request = 
-  = to view requested service location via map
- Scroll over icon for further details

Actions	ID	Agero PO #	Status	Status Date	Request Date	Address1	Address2	City	State	Zipcode
	7332		Completed	2/12/13 5:27:00 PM -05:00	2/7/13 2:35:33 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
	7334		Completed	2/12/13 7:50:35 PM -05:00	2/7/13 4:46:25 PM -05:00	1 Cabot Rd		Medford	Massachusetts	02155
	8338								Massachusetts	02155
	8342	FIS-SE-000000							Massachusetts	02155
	8345								Massachusetts	02155
	8347								Massachusetts	02155
	8348								Massachusetts	02155
	8350								Massachusetts	02155
	8402	FIS-SE-000000						er Mound	Texas	75022
	8427	FIS-00000000						er Mound	Texas	75022
	8432	FIS-00000000						er Mound	Texas	75022
	8475	FIS-00000000						ston	Texas	77084
	8492	FIS-SE-000000						er Mound	Texas	75022
	8495	FIS-SE-000000						nd Rock	Texas	78665

Bottom menu functions

-  = Return to Previous Page
-  = Refresh Current Page
-  = Lock Application Without Logging Out
-  = Log Out
-  = Best Practices Document
-  = View New Requests
-  = View Current Requests
-  = View needs attention requests
-  = Search all requests
-  = Reports

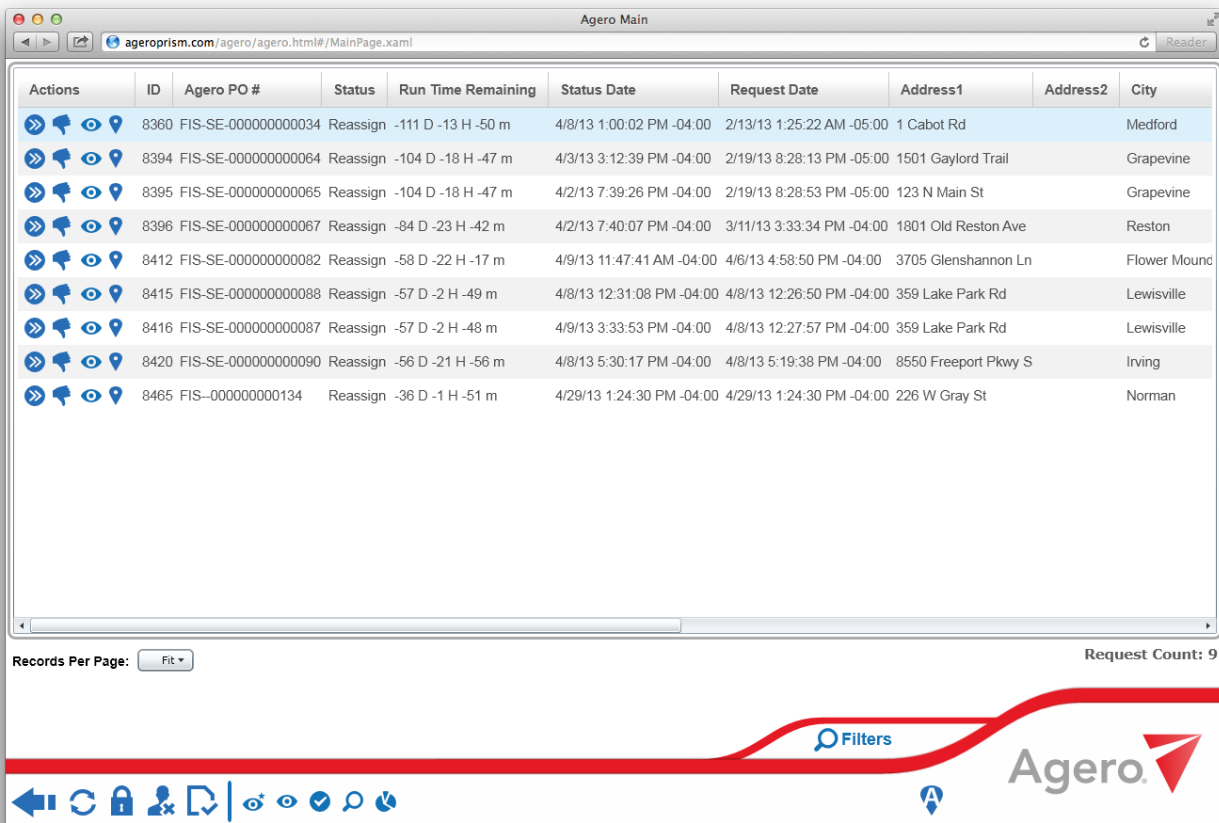
FIS DISPATCH PORTAL



4. NEEDS ATTENTION »


View any requests that are behind schedule or have been rejected by driver and require reassignment or notifying Agero


- Sort by any of the fields, in ascending to descending order, from "ID" to "Requestor Name" by clicking on the top header of column
- Sort by multiple columns by holding shift and clicking on the column header, the sort order is then in the order that you clicked the column headers



Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8360	FIS-SE-000000000034	Reassign	-111 D -13 H -50 m	4/8/13 1:00:02 PM -04:00	2/13/13 1:25:22 AM -05:00	1 Cabot Rd		Medford
	8394	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8395	FIS-SE-000000000065	Reassign	-104 D -18 H -47 m	4/2/13 7:39:26 PM -04:00	2/19/13 8:28:53 PM -05:00	123 N Main St		Grapevine
	8396	FIS-SE-000000000067	Reassign	-84 D -23 H -42 m	4/2/13 7:40:07 PM -04:00	3/11/13 3:33:34 PM -04:00	1801 Old Reston Ave		Reston
	8412	FIS-SE-000000000082	Reassign	-58 D -22 H -17 m	4/9/13 11:47:41 AM -04:00	4/6/13 4:58:50 PM -04:00	3705 Glenshannon Ln		Flower Mound
	8415	FIS-SE-000000000088	Reassign	-57 D -2 H -49 m	4/8/13 12:31:08 PM -04:00	4/8/13 12:26:50 PM -04:00	359 Lake Park Rd		Lewisville
	8416	FIS-SE-000000000087	Reassign	-57 D -2 H -48 m	4/9/13 3:33:53 PM -04:00	4/8/13 12:27:57 PM -04:00	359 Lake Park Rd		Lewisville
	8420	FIS-SE-000000000090	Reassign	-56 D -21 H -56 m	4/8/13 5:30:17 PM -04:00	4/8/13 5:19:38 PM -04:00	8550 Freeport Pkwy S		Irving
	8465	FIS-000000000134	Reassign	-36 D -1 H -51 m	4/29/13 1:24:30 PM -04:00	4/29/13 1:24:30 PM -04:00	226 W Gray St		Norman

Records Per Page: Request Count: 9


[Filters](#) 

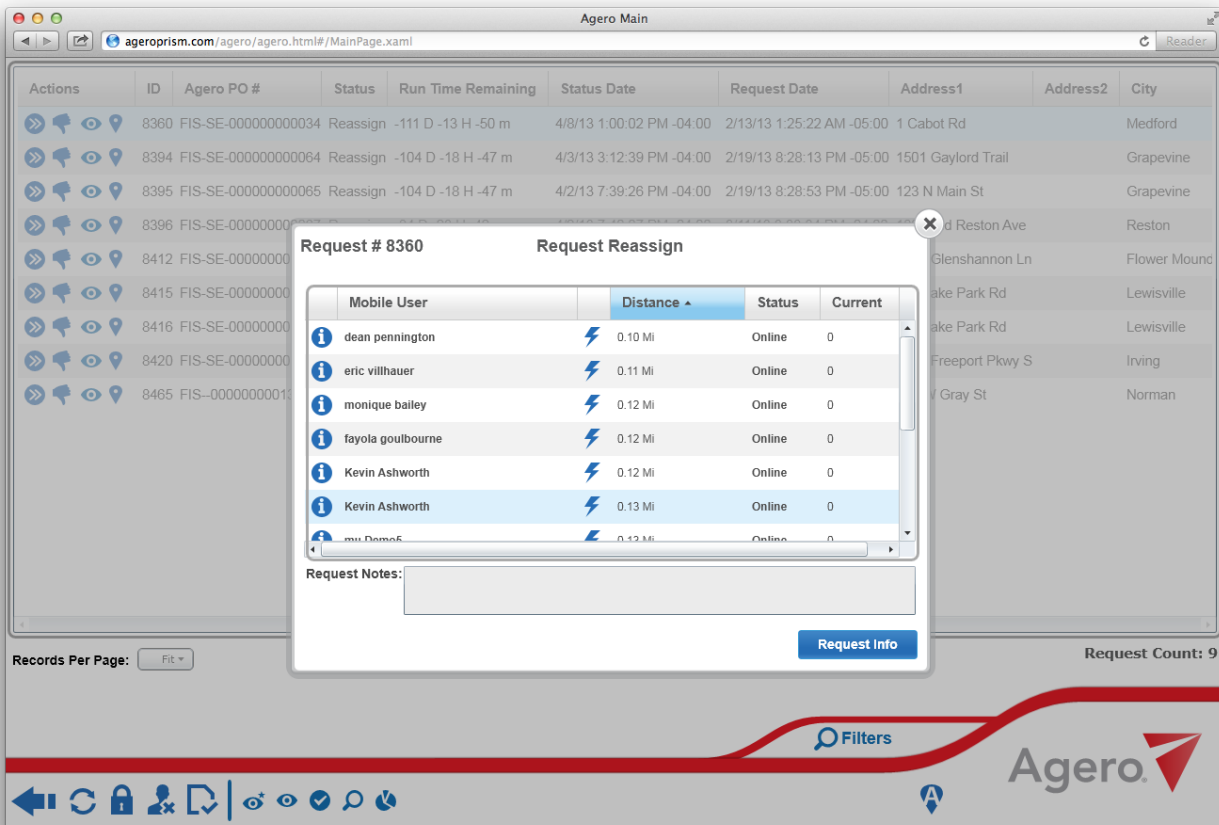











FIS DISPATCH PORTAL




















Choose from the following actions by selecting the icons located to the left of each:

- Reassign = 
 - Change mobile User/ drivers from who was originally selected
 - Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to FIS Dispatch Portal to refresh signal




Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8360	FIS-SE-000000000034	Reassign	-111 D -13 H -50 m	4/8/13 1:00:02 PM -04:00	2/13/13 1:25:22 AM -05:00	1 Cabot Rd		Medford
	8394	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8395	FIS-SE-000000000065	Reassign	-104 D -18 H -47 m	4/2/13 7:39:26 PM -04:00	2/19/13 8:28:53 PM -05:00	123 N Main St		Grapevine
	8396	FIS-SE-000000000000					d Reston Ave		Reston
	8412	FIS-SE-000000000000					Glenshannon Ln		Flower Mound
	8415	FIS-SE-000000000000					lake Park Rd		Lewisville
	8416	FIS-SE-000000000000					lake Park Rd		Lewisville
	8420	FIS-SE-000000000000					Freeport Pkwy S		Irving
	8465	FIS-000000000013					/ Gray St		Norman

Mobile User	Distance	Status	Current
 dean pennington	 0.10 Mi	Online	0
 eric villhauer	 0.11 Mi	Online	0
 monique bailey	 0.12 Mi	Online	0
 fayola goulbourne	 0.12 Mi	Online	0
 Kevin Ashworth	 0.12 Mi	Online	0
 Kevin Ashworth	 0.13 Mi	Online	0
 mu Demo5	 0.12 Mi	Online	0

-  = mobile user/driver details
-  = to reassign dispatch to new mobile user/driver
-  = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver

FIS DISPATCH PORTAL



- Reject = 
 - Provides details around selected request
 - Reason must be given in order to reject

The screenshot shows the Agero Main dispatch portal. The main window displays a table of requests with columns for Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, and City. A modal window titled "Request # 8360 Request Reassign" is open, showing a table of mobile users and their details.

Mobile User	Distance	Status	Current
dean pennington	0.10 Mi	Online	0
eric villhauer	0.11 Mi	Online	0
monique bailey	0.12 Mi	Online	0
fayola goulbourne	0.12 Mi	Online	0
Kevin Ashworth	0.12 Mi	Online	0
Kevin Ashworth	0.13 Mi	Online	0
mu Demo5	0.13 Mi	Online	0

Request Notes:

Request Info

Records Per Page: Fit




Request Count: 9










Filters

Agero

FIS DISPATCH PORTAL



- View Details = 
-  = Map Request to view requested service and driver location via map
-  = History to view history of request

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8360	FIS-SE-000000000034	Reassign	-111 D -13 H -50 m	4/8/13 1:00:02 PM -04:00	2/13/13 1:25:22 AM -05:00	1 Cabot Rd		Medford
	8394	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8395	FIS-SE-000000000065	Reassign	-104 D -18 H -47 m	4/2/13 7:39:26 PM -04:00	2/19/13 8:28:53 PM -05:00	123 N Main St		Grapevine
	8396	FIS-SE-000000000000					123 N Main St		Grapevine
	8412	FIS-SE-000000000000					123 N Main St		Grapevine
	8415	FIS-SE-000000000000					123 N Main St		Grapevine
	8416	FIS-SE-000000000000					123 N Main St		Grapevine
	8420	FIS-SE-000000000000					123 N Main St		Grapevine
	8465	FIS-000000000013					123 N Main St		Grapevine

Request # 8360 Request Reject

Status	Reassign	VIN	
Requestor Company	DemoFinanceCO	Asset	0
Requestor Location	Headquarters	Plate / State	/
Requestor Name	Stephen Ferretti	Service	Mortgage Drive-by...
Address 1	1 Cabot Rd	Time Slot	Daylight Hours
Address 2		Service Provider	DemoRoadsideCo
City	Medford	Provider Location	
State	Massachusetts	Provider Agent	
Zip	02155	Request Date	2/13/13 1:25:22 AM -05:00

Request Notes:

Reason:

Reject

- **Mobile Users** = View all Mobile Users (drivers)
 - Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to FIS Dispatch Portal to refresh signal

FIS DISPATCH PORTAL



Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
>> << <>	8360	FIS-SE-000000000034	Reassign	-111 D -13 H -50 m	4/8/13 1:00:02 PM -04:00	2/13/13 1:25:22 AM -05:00	1 Cabot Rd		Medford
>> << <>	8394	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
>> << <>	8395	FIS-SE-000000000065	Reassign	-104 D -18 H -47 m	4/2/13 7:39:26 PM -04:00	2/19/13 8:28:53 PM -05:00	123 N Main St		Grapevine
>> << <>	8396	FIS-SE-000000000000					10000 Reston Ave		Reston
>> << <>	8412	FIS-SE-000000000000					Glenshannon Ln		Flower Mound
>> << <>	8415	FIS-SE-000000000000					Lake Park Rd		Lewisville
>> << <>	8416	FIS-SE-000000000000					Lake Park Rd		Lewisville
>> << <>	8420	FIS-SE-000000000000					Freeport Pkwy S		Irving
>> << <>	8465	FIS-000000000010					Gray St		Norman

Mobile User	Distance	Status	Current
<i>i</i> dean pennington	⚡ 0.10 Mi	Online	0
<i>i</i> eric villhauer	⚡ 0.11 Mi	Online	0
<i>i</i> monique bailey	⚡ 0.11 Mi	Online	0
<i>i</i> fayola goulbourne	⚡ 0.11 Mi	Online	0
<i>i</i> Kevin Ashworth	⚡ 0.12 Mi	Online	0
<i>i</i> Kevin Ashworth	⚡ 0.13 Mi	Online	0
<i>f</i> Demo5	⚡ 0.13 Mi	Online	0

Request Notes:

Accept Only Request Info



Records Per Page: Fit Request Count: 9

Filters Agero

- *i* = mobile user/driver details
- ⚡ = to reassign dispatch to new mobile user/driver
- Accept Only = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver

FIS DISPATCH PORTAL



- Map Request = 
-  = to view requested service location via map
- Scroll over icon for further details

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City
	8360	FIS-SE-000000000034	Reassign	-111 D -13 H -50 m	4/8/13 1:00:02 PM -04:00	2/13/13 1:25:22 AM -05:00	1 Cabot Rd		Medford
	8394	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8395	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8396	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8412	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8415	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8416	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8420	FIS-SE-000000000064	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine
	8465	FIS-000000000000	Reassign	-104 D -18 H -47 m	4/3/13 3:12:39 PM -04:00	2/19/13 8:28:13 PM -05:00	1501 Gaylord Trail		Grapevine

Bottom menu functions

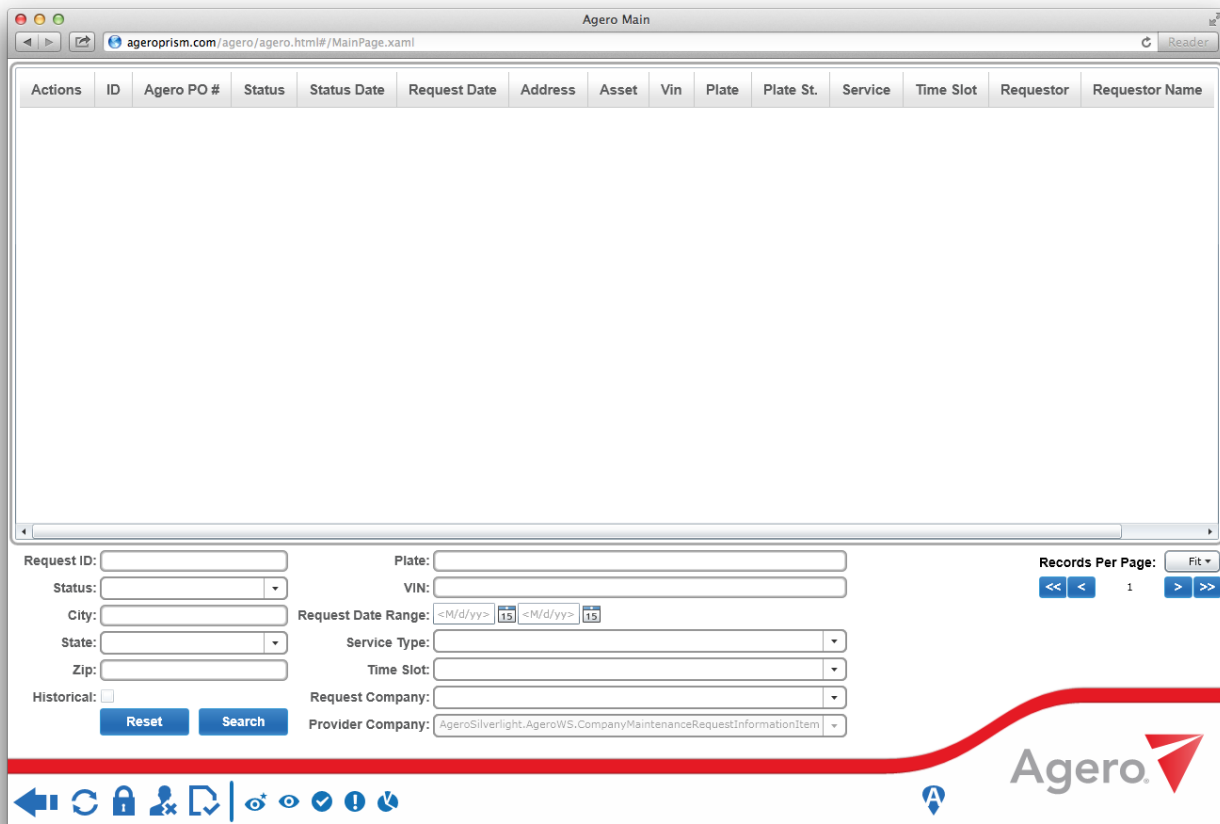
-  = Return to Previous Page
-  = Refresh Current Page
-  = Lock Application Without Logging Out
-  = Log Out
-  = Best Practices Document
-  = View New Requests
-  = View Current Requests
-  = View completed requests
-  = Search all requests
-  = Reports
-  = View map of all above assignments
-  **Filters** = Filter to find specific assignments

FIS DISPATCH PORTAL



5. SEARCH »

Search for any type of request by filling in each field and selecting 



Bottom menu functions

 = Return to Previous Page

 = Refresh Current Page

 = Lock Application Without Logging Out


 = Log Out

 = Best Practices Document


 = View New Requests

 = View Current Requests

 = View completed requests

 = View needs attention requests

 = Reports

 = View map of all above assignments

 **Filters** = Filter to find specific assignments

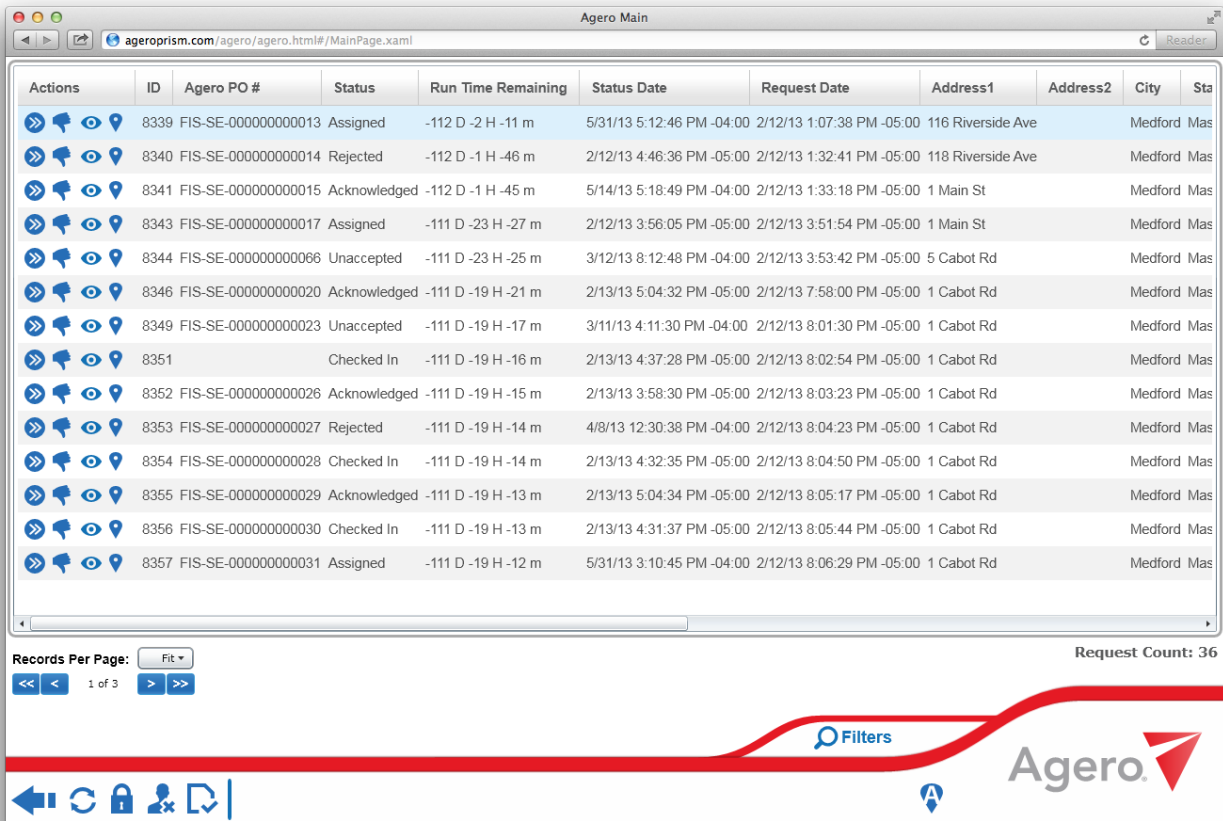
FIS DISPATCH PORTAL



6. ALL ACTIVE REQUESTS »

View all active requests

- Sort by any of the fields, in ascending to descending order, from "ID" to "Requestor Name" by clicking on the top header of column
- Sort by multiple columns by holding shift and clicking on the column header, the sort order is then in the order that you clicked the column headers



The screenshot shows a web browser window titled "Agero Main" displaying a table of active requests. The table has columns for Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, City, and State. Below the table are navigation controls including "Records Per Page" (set to 1 of 3), "Request Count: 36", and a "Filters" button. The Agero logo is visible in the bottom right corner.

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	Sta
	8339	FIS-SE-000000000013	Assigned	-112 D -2 H -11 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford	Mas
	8340	FIS-SE-000000000014	Rejected	-112 D -1 H -46 m	2/12/13 4:46:36 PM -05:00	2/12/13 1:32:41 PM -05:00	118 Riverside Ave		Medford	Mas
	8341	FIS-SE-000000000015	Acknowledged	-112 D -1 H -45 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford	Mas
	8343	FIS-SE-000000000017	Assigned	-111 D -23 H -27 m	2/12/13 3:56:05 PM -05:00	2/12/13 3:51:54 PM -05:00	1 Main St		Medford	Mas
	8344	FIS-SE-000000000066	Unaccepted	-111 D -23 H -25 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Mas
	8346	FIS-SE-000000000020	Acknowledged	-111 D -19 H -21 m	2/13/13 5:04:32 PM -05:00	2/12/13 7:58:00 PM -05:00	1 Cabot Rd		Medford	Mas
	8349	FIS-SE-000000000023	Unaccepted	-111 D -19 H -17 m	3/11/13 4:11:30 PM -04:00	2/12/13 8:01:30 PM -05:00	1 Cabot Rd		Medford	Mas
	8351		Checked In	-111 D -19 H -16 m	2/13/13 4:37:28 PM -05:00	2/12/13 8:02:54 PM -05:00	1 Cabot Rd		Medford	Mas
	8352	FIS-SE-000000000026	Acknowledged	-111 D -19 H -15 m	2/13/13 3:58:30 PM -05:00	2/12/13 8:03:23 PM -05:00	1 Cabot Rd		Medford	Mas
	8353	FIS-SE-000000000027	Rejected	-111 D -19 H -14 m	4/8/13 12:30:38 PM -04:00	2/12/13 8:04:23 PM -05:00	1 Cabot Rd		Medford	Mas
	8354	FIS-SE-000000000028	Checked In	-111 D -19 H -14 m	2/13/13 4:32:35 PM -05:00	2/12/13 8:04:50 PM -05:00	1 Cabot Rd		Medford	Mas
	8355	FIS-SE-000000000029	Acknowledged	-111 D -19 H -13 m	2/13/13 5:04:34 PM -05:00	2/12/13 8:05:17 PM -05:00	1 Cabot Rd		Medford	Mas
	8356	FIS-SE-000000000030	Checked In	-111 D -19 H -13 m	2/13/13 4:31:37 PM -05:00	2/12/13 8:05:44 PM -05:00	1 Cabot Rd		Medford	Mas
	8357	FIS-SE-000000000031	Assigned	-111 D -19 H -12 m	5/31/13 3:10:45 PM -04:00	2/12/13 8:06:29 PM -05:00	1 Cabot Rd		Medford	Mas

FIS DISPATCH PORTAL



Choose from the following actions by selecting the icons located to the left of each:

- Accept and Dispatch Action =
- View closest Mobile Users (drivers)
 - Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to FIS Dispatch Portal to refresh signal


Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
	8339	FIS-SE-000000000013	Assigned	-112 D -5 H -26 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford	Massachusetts
	8340	FIS-SE-000000000014	Rejected	-112 D -5 H -1 m	2/12/13 4:46:36 PM -05:00	2/12/13 1:32:41 PM -05:00	118 Riverside Ave		Medford	Massachusetts
	8341	FIS-SE-000000000015	Acknowledged	-112 D -6 H -1 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford	Massachusetts
	8343	FIS-SE-000000000017	Assigned	-112 D -3 H -42 m	2/12/13 3:56:05 PM -05:00	2/12/13 3:51:54 PM -05:00	1 Main St		Medford	Massachusetts
	8344	FIS-SE-000000000066	Unaccepted	-112 D -3 H -40 m	3/12/13 8:12:48 PM -04:00	2/12/13 3:53:42 PM -05:00	5 Cabot Rd		Medford	Massachusetts

Mobile User	Distance	Status	Current
MU Demo3	1541.54 Mi	Online	0
MU Demo4	1547.67 Mi	Online	0
MU Demo1	1552.72 Mi	Online	0
mu Demo2	1615.39 Mi	Online	0
Joe Weber	1679.92 Mi	Online	0
dean pennington	1.68 Mi	Online	0
Kevin Aeburnorth	1.60 Mi	Online	0















- = mobile user/driver details
- = to reassign dispatch to new mobile user/driver
- = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver

FIS DISPATCH PORTAL



- Reject Action = 
- Provides details around selected request
- Reason must be given in order to reject

The screenshot displays the Agero Main web application. The main interface features a table with columns: Actions, ID, Agero PO #, Status, Run Time Remaining, Status Date, Request Date, Address1, Address2, City, and State. A modal window titled "Request # 8339 Request Reject" is open, showing details for request 8339. The modal includes a "Reject" button and a "Reason:" field.

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	State
	8339	FIS-SE-00000000013	Assigned	-112 D -2 H -11 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford	Mas
	8340	FIS-SE-00000000014	Rejected	-112 D -1 H -46 m	2/12/13 4:46:36 PM -05:00	2/12/13 1:32:41 PM -05:00	118 Riverside Ave		Medford	Mas
	8341	FIS-SE-00000000015	Acknowledged	-112 D -1 H -45 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford	Mas
	8343	FIS-SE-00000000000					Main St		Medford	Mas
	8344	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8346	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8349	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8351						Cabot Rd		Medford	Mas
	8352	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8353	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8354	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8355	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8356	FIS-SE-00000000000					Cabot Rd		Medford	Mas
	8357	FIS-SE-00000000000					Cabot Rd		Medford	Mas

Request # 8339 Request Reject

Status	Assigned	VIN	
Requestor Company	DemoFinanceCO	Asset	0
Requestor Location	Headquarters	Plate / State	/
Requestor Name	Stephen Ferretti	Service	Mortgage Drive-by...
Address 1	116 Riverside Ave	Time Slot	Daylight Hours
Address 2		Service Provider	DemoRoadsideCo
City	Medford	Provider Location	Clarksville
State	Massachusetts	Provider Agent	dean pennington
Zip	02155	Request Date	2/12/13 1:07:38 PM -05:00

Request Notes:

Reason:

Reject




Records Per Page: 1 of 3















Request Count: 36

Filters Agero

FIS DISPATCH PORTAL



- View Details = 
-  = Map Request to view requested service and driver location via map
-  = History to view history of request

Actions	ID	Agero PO #	Status	Run Time Remaining	Status Date	Request Date	Address1	Address2	City	Sta
	8339	FIS-SE-00000000013	Assigned	-112 D -2 H -11 m	5/31/13 5:12:46 PM -04:00	2/12/13 1:07:38 PM -05:00	116 Riverside Ave		Medford	Mas
	8340	FIS-SE-00000000014	Rejected	-112 D -1 H -46 m	2/12/13 4:46:36 PM -05:00	2/12/13 1:32:41 PM -05:00	118 Riverside Ave		Medford	Mas
	8341	FIS-SE-00000000015	Acknowledged	-112 D -1 H -45 m	5/14/13 5:18:49 PM -04:00	2/12/13 1:33:18 PM -05:00	1 Main St		Medford	Mas
	8343	FIS-SE-00000000016							Medford	Mas
	8344	FIS-SE-00000000017							Medford	Mas
	8346	FIS-SE-00000000018							Medford	Mas
	8349	FIS-SE-00000000019							Medford	Mas
	8351	FIS-SE-00000000020							Medford	Mas
	8352	FIS-SE-00000000021							Medford	Mas
	8353	FIS-SE-00000000022							Medford	Mas
	8354	FIS-SE-00000000023							Medford	Mas
	8355	FIS-SE-00000000024							Medford	Mas
	8356	FIS-SE-00000000025							Medford	Mas
	8357	FIS-SE-00000000026							Medford	Mas

Request # 8339 Request Details

Agero PO # FIS-SE-00000000013

Nearest Mobile User: 1.68 - dean pennington

Status	Assigned	Asset	Home
Service Group	SearchLight		
Service	Mortgage Drive-by...		
Service Description	SearchLight Mortgage...		
Address 1	116 Riverside Ave	Time Slot	Daylight Hours
Address 2		Service Provider	DemoRoadsideCo
City	Medford	Provider Location	Clarksville
State	Massachusetts	Provider Agent	dean pennington
Zip	02155	Request Date	2/12/13 1:07:38 PM -05:00

Request Notes:

Mobile Users

Records Per Page: 1 of 3

Request Count: 36

Filters

Agero

- **Mobile Users** = View all Mobile Users (drivers)
- Drivers will only appear after accepting Mobile User Terms and Conditions and have a recent GPS signal or log in to FIS Dispatch Portal to refresh signal

FIS DISPATCH PORTAL






Records Per Page: 1 of 6




Request Count: 83

- = mobile user/driver details
- = to reassign dispatch to new mobile user/driver
- = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver





FIS DISPATCH PORTAL






- Map Request = 
 -  = to view requested service location via map
 - Scroll over icon for further details
 -  = to view mobile user/driver location via map
 - Scroll over icon for further details

-  = mobile user/driver details
-  = to reassign dispatch to new mobile user/driver
-  = to view request details
- Request Notes = provide specific instructions to selected mobile user/driver

Bottom menu functions

-  = Return to Previous Page
-  = Refresh Current Page
-  = Lock Application Without Logging Out
-  = Log Out

-  = Best Practices Document
-  = View map of all above assignments
-  **Filters** = Filter to find specific assignments

PHOTOGRAPHY GUIDELINES & TIPS



PHOTOGRAPHY GUIDELINES AND TIPS »

- A majority of Work Order/Inspections will require some photos, i.e., Front, Address Verification, and Street Scene. Capturing clear, quality photos on the initial assignment will ensure that you do not have to return to do so at a later date/time.

Below are some helpful hints to assist you:

- If the address is not on the house, take a photo of the street sign.



Front



Address Verification



Street Scene

- The photos provided to clients must be clear and sharp.
- No Date/Time stamps on the photos. Your smart phone or tablet needs to be set to the correct internal date and time.

PHOTOGRAPHY GUIDELINES & TIPS



When taking photos of the asset, make sure there is at least 5% air space on each side, so the client can see the entire width of the asset.



You do not want the client having to guess what the asset looks like:



PHOTOGRAPHY GUIDELINES & TIPS



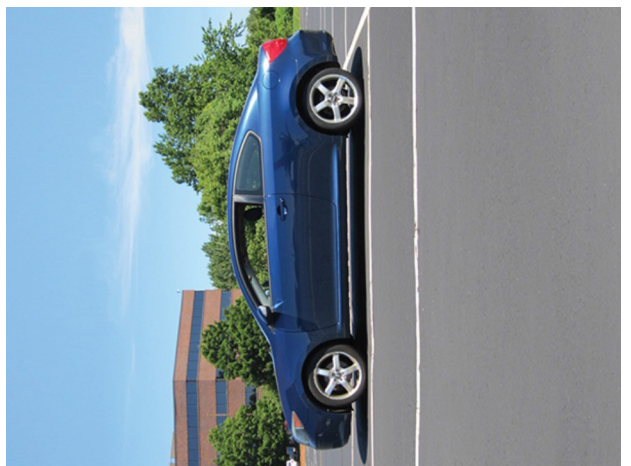
Photos taken from too far away from the subject are NOT acceptable.



Drive-by photos are NOT acceptable.



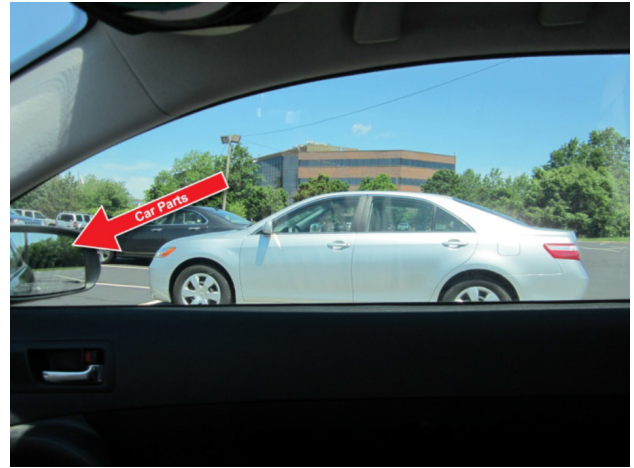
Landscape or sideways photos are NOT acceptable.



PHOTOGRAPHY GUIDELINES & TIPS



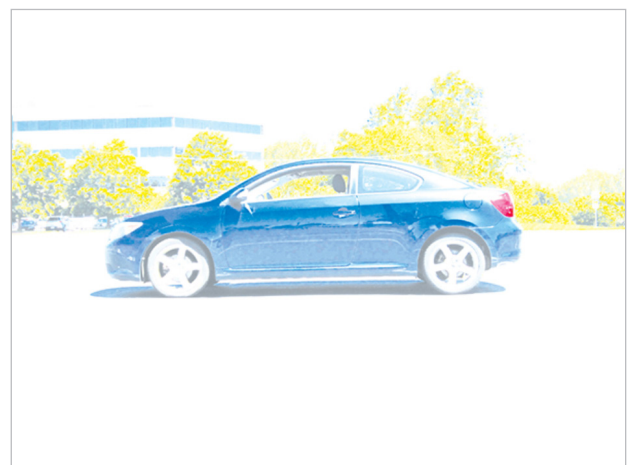
It is OK to take pictures from your vehicle. However NOT with the window rolled up (especially when it is raining) and they should never show any of your vehicle's parts. Clients look for things like this and will reject the inspection.



Make sure your camera settings are set right. "Auto" seems to work fine in most cases. Look at your photo after each snap. Make sure it doesn't look like this:



Over Exposure



PHOTOGRAPHY GUIDELINES & TIPS



Make certain your smart phone &/or tablet has the correct internal date and time set. Clients often use various software programs to trigger warning flags for dates that do not match the inspection date and time and they use this information to catch Field Inspectors in the act of falsifying inspection results. Typically each photo you take has this much information built into it:

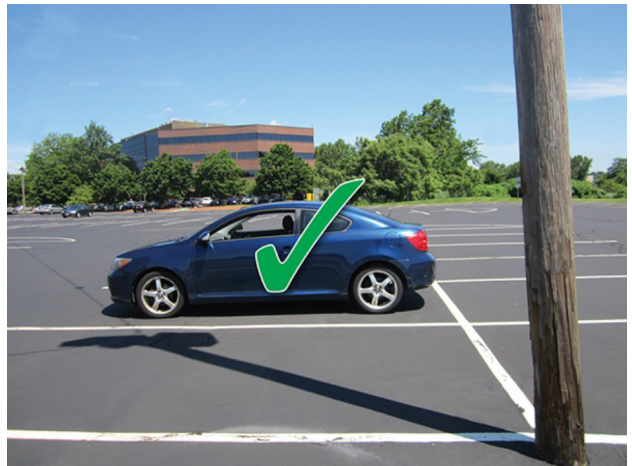
Never use photos from previous inspections, from the Internet, from the County Assessor or from anywhere else except your own smart phone/tablet, on the date you conducted the inspection. Never try to crop a previous photo or alter a previous photo to make it look like a new photo.

Image Info	
Uploaded Filename	11042011_016.jpg
Image Date	2011:11:04 13:02:35
Make	Canon
Model	Canon PowerShot SD750
Orientation	top - left
XResolution	180/1
YResolution	180/1
ResolutionUnit	Inch
DateTime	2011:11:04 13:02:35
YCbCrPositioning	centered
ExposureTime	1/100 sec.
FNumber	f/8.0
ISOSpeedRatings	80
ExifVersion	Exif Version 2.2
DateTimeOriginal	2011:11:04 13:02:35
DateTimeDigitized	2011:11:04 13:02:35
ComponentsConfiguration	Y Cb Cr -
CompressedBitsPerPixel	3/1
ShutterSpeedValue	213/32 sec. (APEX: 10)
ApertureValue	f/8.0
ExposureBiasValue	0.0
MaxApertureValue	95/32
MeteringMode	Pattern
Flash	Flash did not fire, auto mode.
FocalLength	5.8 mm
MakerNote	2380 bytes unknown MakerNote data
UserComment	
FlashPixVersion	FlashPix Version 1.0
ColorSpace	sRGB
PixelXDimension	1600
PixelYDimension	1200
FocalPlaneXResolution	1600000/225
FocalPlaneYResolution	1200000/169
FocalPlaneResolutionUnit	Inch
SensingMethod	One-chip color area sensor
FileSource	DSC
CustomRendered	Normal process
ExposureMode	Auto exposure
WhiteBalance	Auto white balance
DigitalZoomRatio	3072/3072
SceneCaptureType	Standard

PHOTOGRAPHY GUIDELINES & TIPS



Be smart about taking front photos. For example, if there is a large tree or obstacle blocking an optimal view front shot, then move to one side or the other to get a clear photo of the front of the asset.



Be cognizant of windows, glass doors, etc., that will reflect your image back into the photo. Evidence of your shadow in the photo indicates an amateur Field Inspector.



GLOSSARY



COMPREHENSIVE GLOSSARY OF COMMON FIELD SERVICES »

Initial Service Offerings

- **Address/Collateral Verification Service** - Provide verification and notification that an asset is or is not at a specific address.
- **Bankruptcy Inspection** - A bankruptcy inspection is an objective visual analysis used for determining the occupancy of a property. No contact is made with the mortgagor or property occupant. The inspection form typically asks you to provide a description of the property, note how occupancy was determined, and take exterior photographs.
- **Collateral Inspection Service** - Attempt to inspect collateral to ascertain current condition, document any damage or modifications prior to repossession by client, provide Condition Report, take photo with Date/Time verification stamp, and execute any specific client instructions.
- **Condition Verification** - A condition inspection is an objective visual analysis of a property to determine whether the property has sustained damage due to neglect or vandalism or whether liability hazards are present. A description of the property and of any visible conditions or hazards, as well as photographs, are usually required
- **Drive-By Inspection Service** - Provide an up-to-date exterior inspection report on foreclosed or severely delinquent properties, including a Date/Time verification stamp. Confirm that the property has not been vandalized and, for properties that have been, document the extent of damage.
- **Fannie Mae Inspection** - For properties financed with Fannie Mae loans, certain requirements must be satisfied in order to comply with the inspection regulations of Fannie Mae. Each inspection usually requires a description of the property and photographs.
- **Foreclosure Inspection** - A foreclosure inspection is performed on a foreclosed property, and is essentially the same as a Bankruptcy Inspection.
- **Information Verification Service** - Provide verification and notification that an asset is or is not at a specific address. Documentation typically includes photos of the location and of the asset (if present), plus an Address, Asset and Condition Report, and Date/Time verification stamp.
- **Leased Equipment Verifications** - When a company leases equipment to a merchant, the leasing company usually wants to verify the location and condition of its leased equipment. The inspection will require the inspector to visit the property to photograph the equipment and property. Also, the inspector will take note of the condition of the equipment, the equipment's serial numbers, and the property itself.
- **Merchant Site Verification** - When a merchant wants to accept credit cards and e-checks from its customers, the credit card processor wants to make sure that the merchant's business is legitimate. Additionally, the Patriot Act requires a merchant site inspection. This inspection usually requires photographs of the business, completing an inspection form, and takes about 15 minutes.
- **Mystery Shoppers** - Mystery Shoppers visit retail stores and pose as customers in order to evaluate the customer service, staff and cleanliness of that store. This inspection usually only consists of completing an inspection form, and takes about 30 minutes.

GLOSSARY



As we continue to grow here are some future offerings:

- **Delinquency Interview** - When the mortgagor of a property is behind in payments, the mortgage company may want to make direct contact with the mortgagor to find out the reason for the default. The Field Inspector contacts the mortgagor to ask them a series of questions provided by the mortgage company. Sometimes the mortgage company will ask you to put the mortgagor on your mobile phone if the mortgagor is present, or to leave a letter for them.
- **Door Hanger Service** - Provide photo-confirmed delivery of a door hanger package containing notifications or marketing materials, plus exterior photo documentation and visual inspection remarks on a property's general condition.
- **Draw Inspection** - A draw inspection is performed at various stages in a new construction project in order to assist the lender in releasing funds to the building contractor. Each inspection will require you to provide estimated percentages of work completion along with photographs.
- **FEMA Inspection** - When there is a presidential declared disaster, an inspection is performed to determine whether the property has sustained visible damage due to the disaster. Each inspection usually requires a description of the damages and related photographs.
- **Letter Delivery Service (Single Attempt)** - Attempt to deliver a letter, marketing materials, or instructions to call client to a borrower's address. Unless the property is vacant, provide a photo of the materials in a confidential envelope taped to the borrower's (or a third party's) door. An attempt to verify and photograph collateral is also made.
- **Letter Delivery Service (Multiple Attempts/Varied Schedule)** - Same services and documentation as single attempt service, but includes multiple visits, active attempts at Right Party Contact with the debtor (or a third party) at the door, and reports showing the individual results of each attempt.
- **Loss Draft Inspection** - When a homeowner sustains a loss on real property and files an insurance claim for that loss, a loss draft inspection is performed before funds are released to repair the damages. A loss draft inspection is similar to a Draw Inspection.
- **Occupancy Inspection** - Property inspection of a delinquent or vacation home. Requires the Information Verification Services (IVS) Field Agent to either knock on the door if property appears occupied or, if vacant, to examine all four sides of the home if possible to make sure doors are locked while noting any damage.
- **Occupancy Verification** - An occupancy inspection determines who is currently occupying a property based on an objective visual review. The names of the occupant, property manager and real estate agent information are collected whenever possible. Each inspection usually requires a property description, how occupancy was determined, the name of the occupants if possible, photographs of the property, and takes a few minutes to complete. Some Field Inspection Companies may require you to visit the same property at several different times during a day if you do not make contact on your first contact attempt/ visit to the property.
- **Sale Inspection** - A sale inspection is an objective visual determination of who is occupying a property on the sale date of a foreclosure. The names of the occupant, property manager and real estate agent information are collected whenever possible. Each inspection usually requires a property description, a note of how occupancy was determined, the name of the occupants if possible, and photographs.
- **Sale Date Inspection** - This type of inspection is the same as a Condition Inspection, except that is performed only on the day a property is sold.
- **Vacant Property Inspection** - When a property is vacant and lock box-secured, property inspections can ensure compliance with federal regulations, local ordinances and investor agreements. The inspection usually requires the completion of an inspection form, photographs of the property, and details of any visible conditions and hazards found.

RISC TRAINING & CERTIFICATION



Details of RISC Training and Certification (Currently Optional)

- RISC Alliance
- At this time, RISC Membership is NOT required to participate in the FIS program. However, as our service offerings grow, it will become necessary to make membership and training a requirement for certain service offerings.
- Because FIS is a new business venture for both yourself and Agero, we recognize the importance of training your specialists in the field to protect themselves and your business entity. So Agero has partnered with RISC Alliance to offer a discounted training program for all Agero service providers.
- Recovery Industry Services Company (RISC) is an educational organization dedicated to the professional training and certification of specialists within the collateral recovery industry.
- The RISC Alliance program is a new standard within the industry that establishes training and certification credibility within the collateral recovery industry.
- RISC membership has many benefits and is worth considering, which are outlined below:

RISC Alliance Owner Membership - Discounted Rate of \$795.00

- \$1 million client protection bond
- Comprehensive profile
- Unique "Identifier" to provide to clients and prospective clients to access your profile
- Marketing brochure created to market your company (updates automatically as your profile is updated)
- Best Practices: Improve your marketing and reduce liability
- Business Forms Area
- Case Law Information

IVS/FCS Training Certificate - Discounted Rate of \$50.00

- Training for your specialists in the field to prepare and protect themselves
- Learn to protect your business
- Required to participate in the Field Information Services program

For more information, visit <http://www.riscus.com/>