

Portal Quick Start Guide

How to easily order Clear Capital's products using the Portal

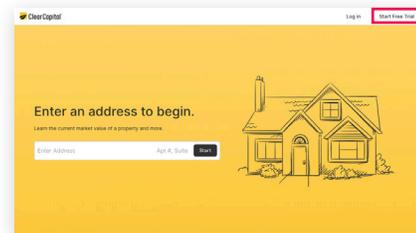
The Portal is a one-stop-shop for all of Clear Capital's unmatched property data products and valuation services. Sign up to immediately begin ordering our proprietary Collateral Desktop Analysis (CDA®) report and/or ClearProp™, our interactive property valuation tool.

This guide helps new users understand how to:

- Create an account and receive ten free ClearProp reports
- Order products
- Manage your CDA order
- How to use ClearProp
- View your orders
- Receive help

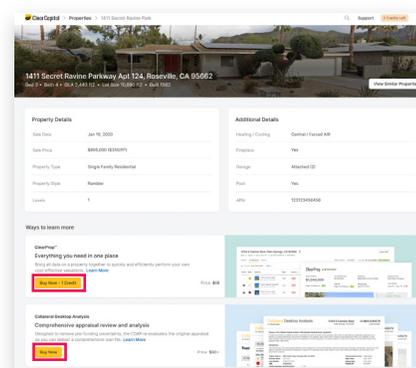
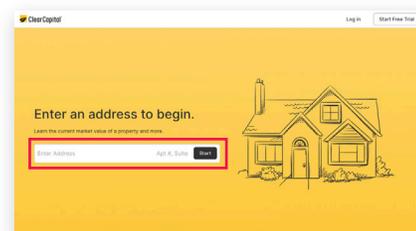
Create an account

- 1 Navigate to portal.clearcapital.com
- 2 Select '**Start Free Trial**' from top right corner to create an account



Order Products

- 1 Enter a property address into the address search field to view basic information on the property and view all available products for the property.
- 2 Below the property details, you will see a list of available products for the property.
 - a. For ClearProp ordering, click the **"Buy Now"** button. If you have a free credit, you will receive the report immediately at no charge.
 - b. For CDA ordering, click the **"Buy Now"** button to access the order form.



Order Products (continued)

3 For CDA orders, we require a few additional company details. Fill out all the fields in the profile form and then click **“Continue”** to advance to your order details.

4 Fill out all the fields in the CDA order form with information pertaining to the loan. Upload your appraisal, select your turn-time, and add a Broker Generated Listing Report to your order.

5 Once you are satisfied with your order preferences, click **“Place Order.”** You will be taken to your order page, where you can track the status of your order, place your order on hold, or request cancellation.

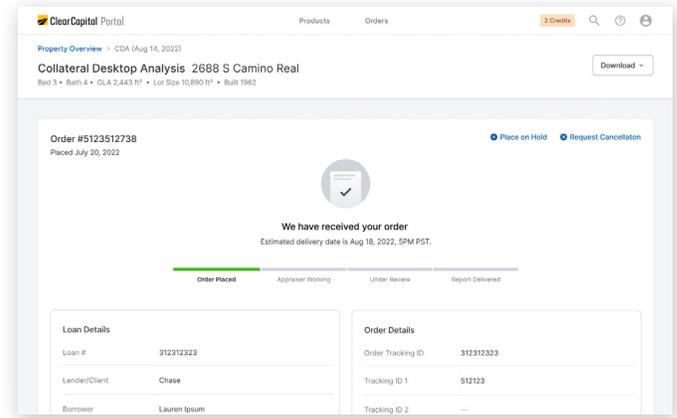
As we process your order, you can see your progress update on the order page in the Portal. You will be notified by email if we have a question about your order, if the order gets canceled, and when your order is delivered.

Manage your CDA Order

Keep track of and manage your CDA orders through the Portal. We provide an easy-to-use interface and tools to help you fully control your order.

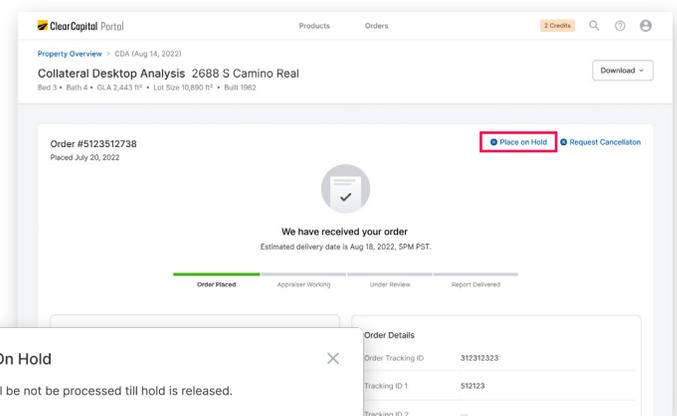
Order Status Page

- Easily keep track of your order's progress
- View your loan and order details
- Download the original appraisal
- Place your order on hold
- Request a cancellation

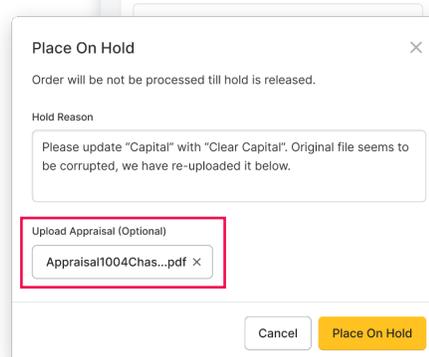


Order Status Page

If you need to place your order on hold, simply click the **“Place on Hold”** button and enter a comment explaining why you'd like the order to be placed on hold.



You can also upload a document, like a replacement appraisal, to send along with your hold request.

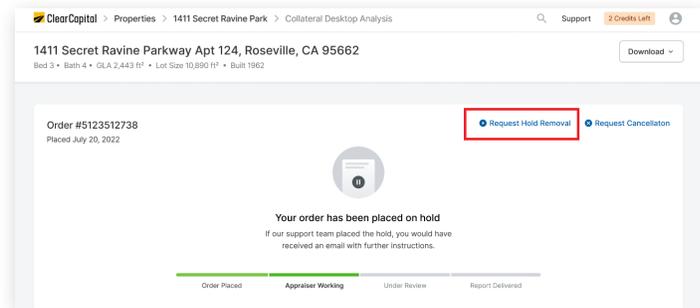


Once your order has been placed on hold, our team will process the request. If there are any changes we need to make to the order, we will do so and take the order off hold. If not, the order will remain on hold until you request its removal.

Manage your CDA Order (continued)

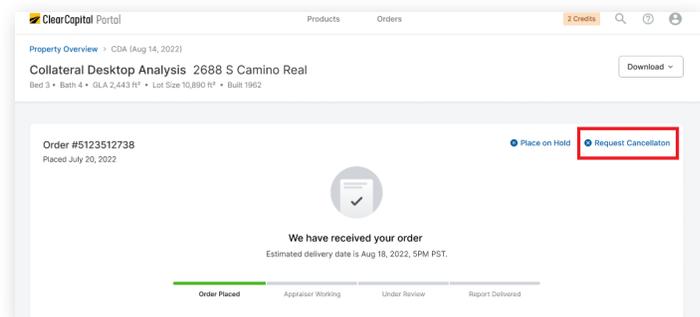
Removing a Hold on an Order

When your order is placed on hold, you can request that the hold be removed. Simply click the **“Request Hold Removal”** button. Our team will receive your request and remove the hold.

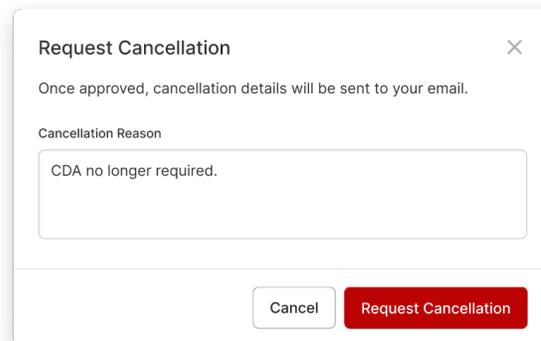


Request Cancellation

If you need to cancel an order for any reason, simply click the **“Request Cancellation”** button.

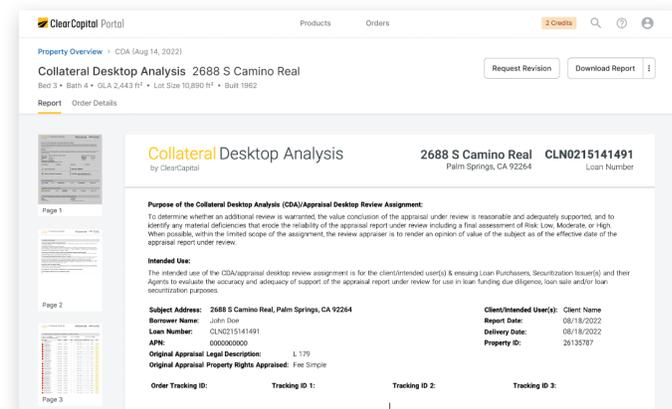


You will be prompted to supply a reason for cancellation before you submit your request. Our team will receive and review your request before canceling the order. You will receive an email confirming the cancellation of your order as well as a separate email with any applicable refund information.



Receiving your order

After your order has been delivered, you will receive an email notification with a link to the order. From there, you can view the order within the Portal and download the report in PDF format.



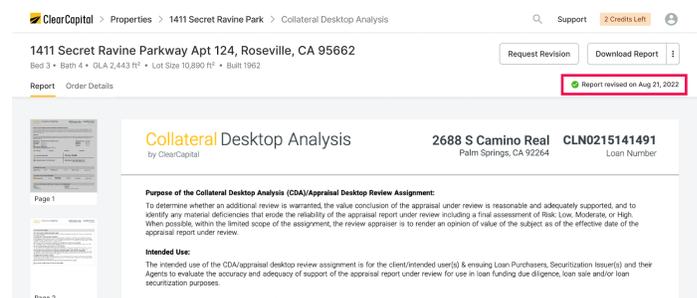
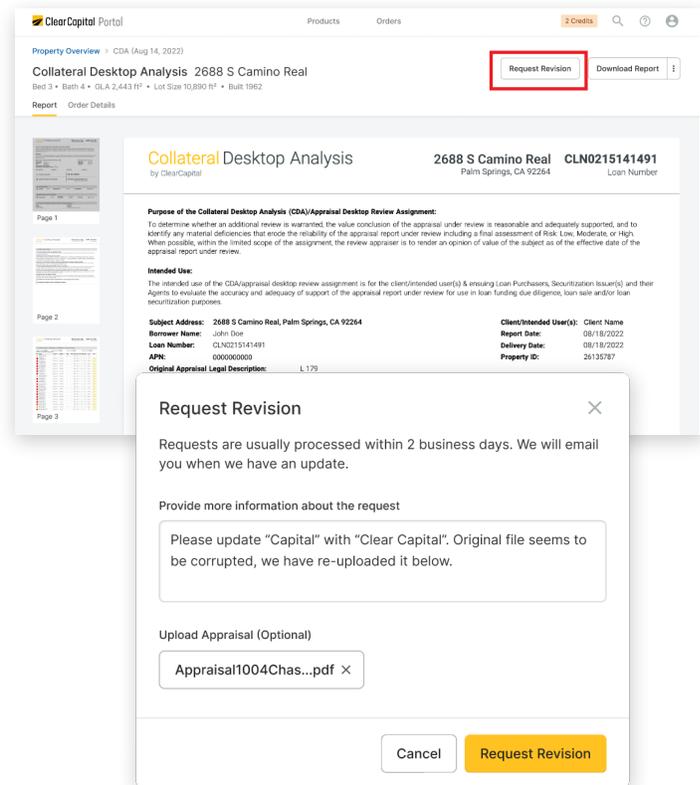
Manage your CDA Order (continued)

Request Revision

If there are any issues with your order and you'd like to request a revision, simply click the **“Request Revision”** button on the report page.

You will be prompted to provide a comment explaining the need for revision. You will also have the ability to upload a document to send along with the request.

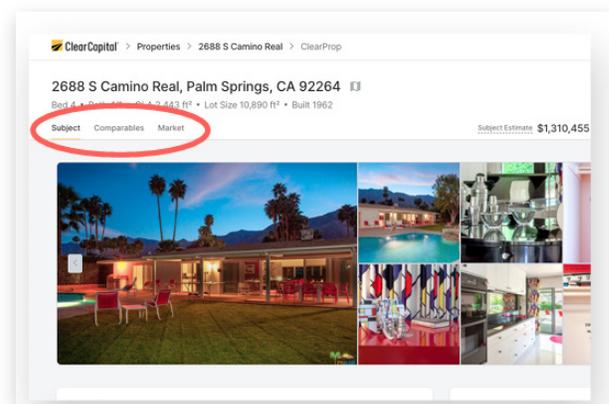
Our team will receive the request and if applicable, we will send it out to be revised. Once the revised report is ready, we will notify you via email notification and show the updated report in the Portal for you to review and download.



How to use ClearProp

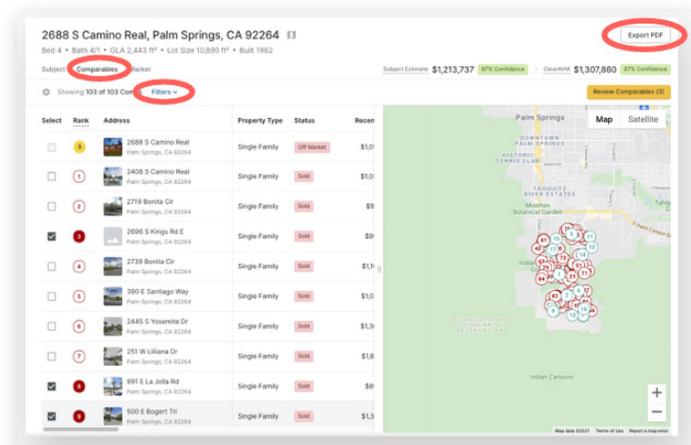
Learn the property and market

After the interactive report loads, explore the **“Subject”** tab. Select the **“Market”** tab to learn about the market and subject history.



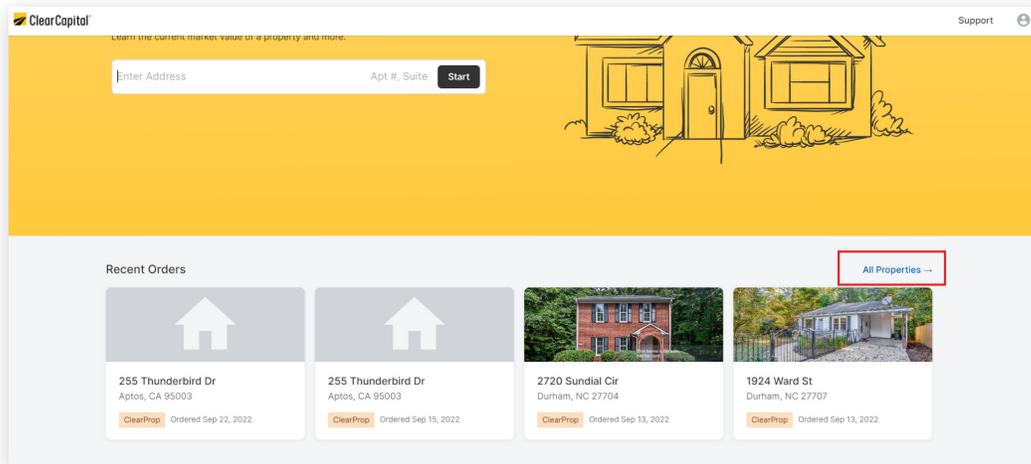
Estimate a property value and save it to PDF

1. Select the **“Comparables”** tab to identify similar properties
 - A. Use **“Filters”** to refine your comparable results
 - B. Select the checkbox next to the comparable(s) to use to estimate the property value.
2. As you select comps, the estimated value calculates instantly. When finished selecting comparables, **“Export to PDF”** in the upper right corner

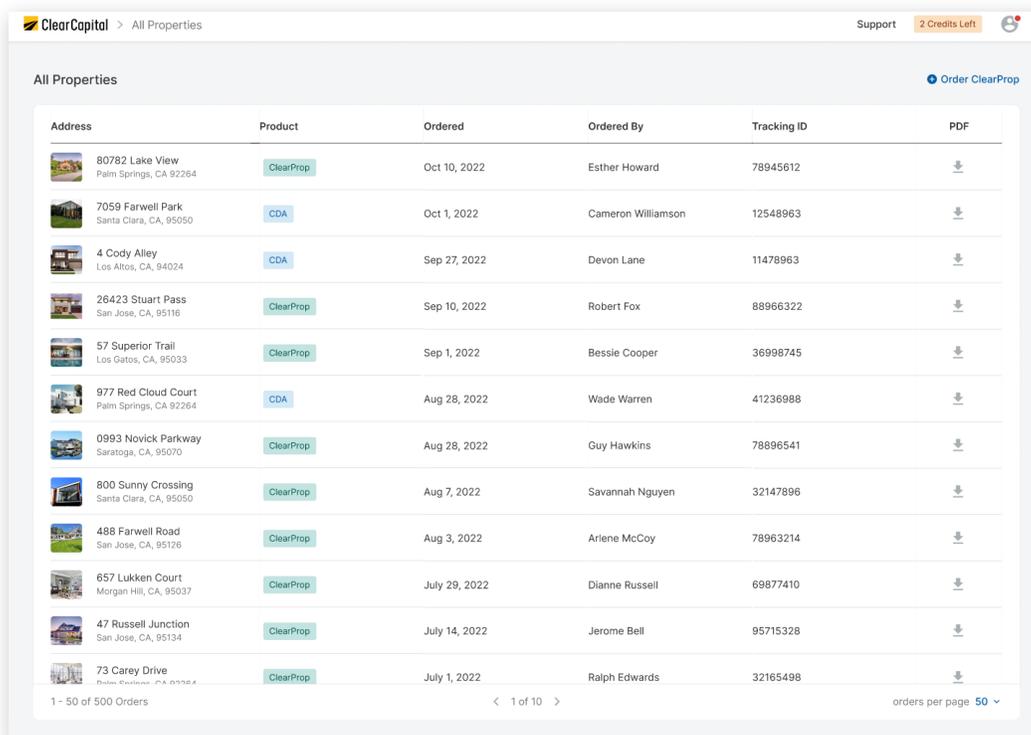


View your orders

To view your current and past orders, navigate to the Home page and click the **“All Properties”** button.



You will see a list of all your orders. From here, you can easily download completed PDF reports or click on an item to view the order in full.



Receive Help

Go to support.clearcapital.com to find self-help resources. Select “**Get Help**” and fill out the contact form. Our support team will respond to you shortly.

Call our support line at 530.550.2500 (option 2) during our business hours, M-F, 6 am – 6 pm PT.

To learn more about Clear Capital products, visit clearcapital.com.

About Us

Clear Capital is a national real estate valuation technology company with a simple purpose: to build confidence in real estate decisions to strengthen communities and improve lives.

Our goal is to provide customers with a complete understanding of every U.S. property through our field valuation services and analytics tools, and improve their workflows with our platform technologies. Our commitment to excellence – wherever it leads, whatever it takes® – is embodied by more than 1,400 team members across four brands (Clear Capital, Clario™, CubiCasa™, and REO Network®) and has remained steadfast since our first order in 2001.

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