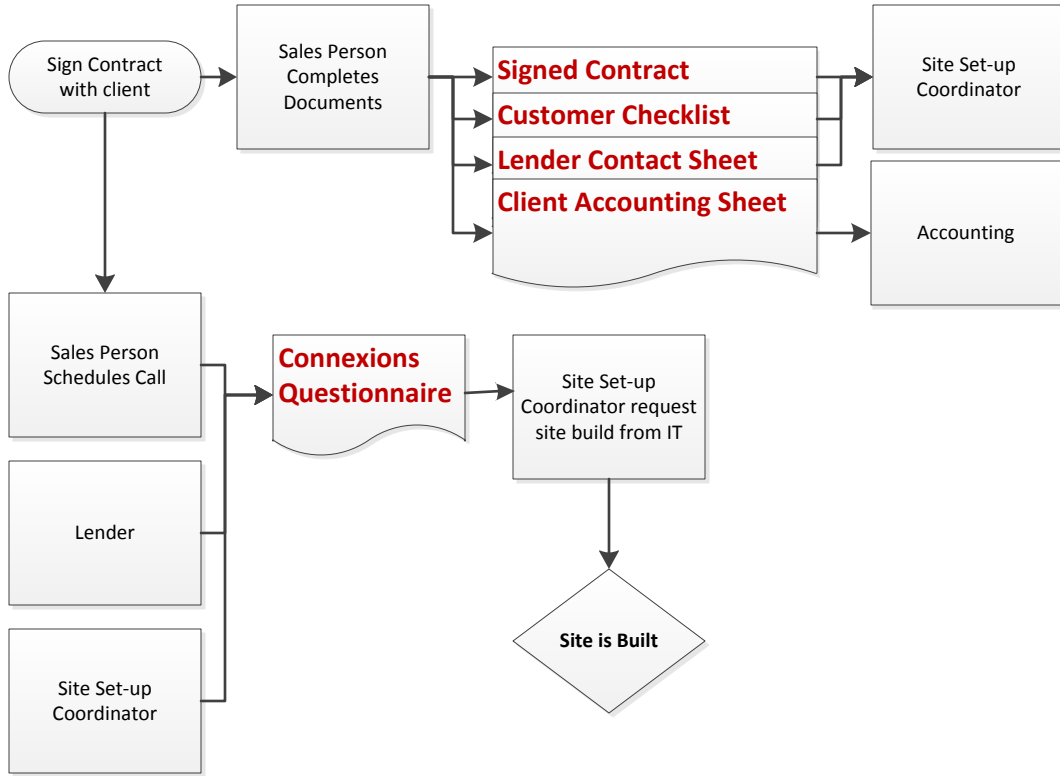


Basic Site Set-up



10+ Days to Launch

Site Coordinator requests Trainer to Schedules Training Call

7 Days to Launch

Email reminder of 5 day deadline

Site Coordinator notifies the Nat Ops Mgr of New Client and request an Account Manager be assigned.

6 Days to Launch

Email reminder of 5 day deadline

Walk through call with Sales Person, Lender, Site Coordinator and Account Manager Final Approval

5 Days to Launch

All Data for site set-up received by Site Coordinator

Account Manager is assigned by Nat Ops Mgr

Trainer does Training Call internal (lender), external (broker), and vendor (appraiser) users based on client specified site setup

1 Day to Launch

Site Coordinator makes final changes

Site Coordinator gives Nat Ops Mgr and Account Manager

Contact Information Sheet

Launch

Official Site Launch

2 Weeks After

A call is scheduled with the Sales Person, Account Manager and National Operations Manager to review the progress and address any issues or concerns

4 Weeks After

A call to Lender Solutions Client call is scheduled with Sales Person, Account Manager and National Operations Manager. The call to the Connexions Client is scheduled with Sales Person and Connexions Account Manager

Quarterly

A call to Solutions Clients and Connexions Clients are completed by the Account Manager

