

Portal Quick Start Guide

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

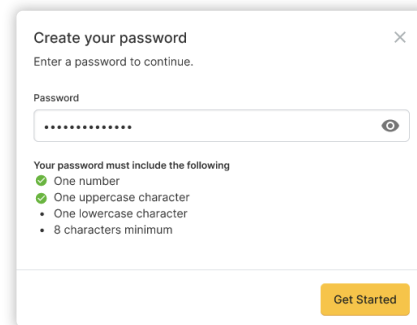
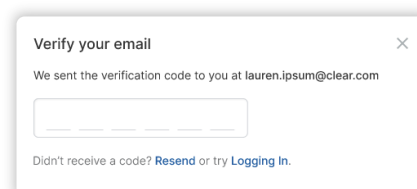
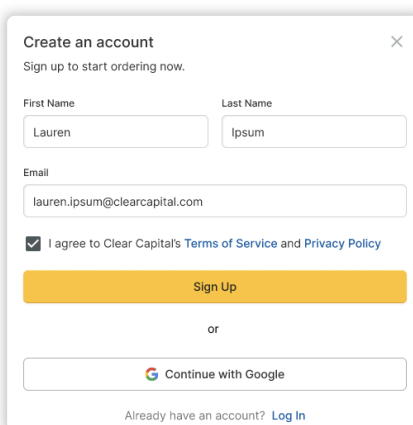
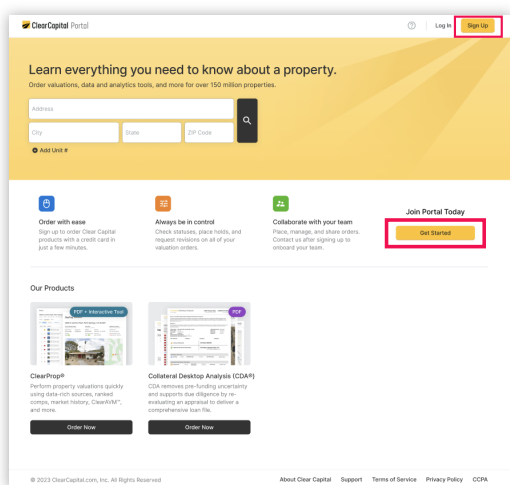
The Portal is a one-stop-shop for all of Clear Capital's unmatched property data products and valuation services. Sign up to immediately begin ordering our proprietary Collateral Desktop Analysis (CDA[®]) report and/or ClearProp[®], our interactive property valuation tool.

This guide helps new users understand how to:

- Create an account
- Order products
- Manage your CDA order
- Use ClearProp
- View your orders
- Receive help

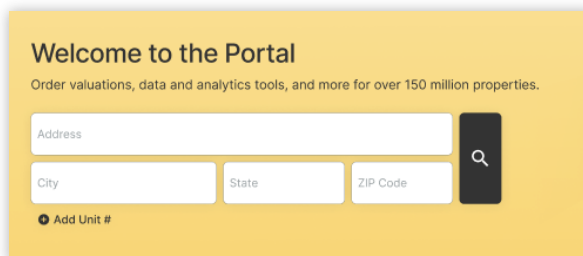
Create an account

- 1 To create an account, simply click the **"Sign Up"** or **"Get Started"** buttons on portal.clearcapital.com.
- 2 Enter your name and email address, validate your email with the six-digit code sent to your email address, and set your password.

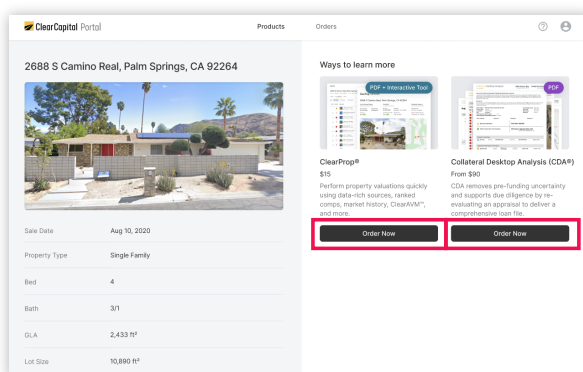


Order Products

- 1 Enter a property address into the address search field to view property details and the products available to order.

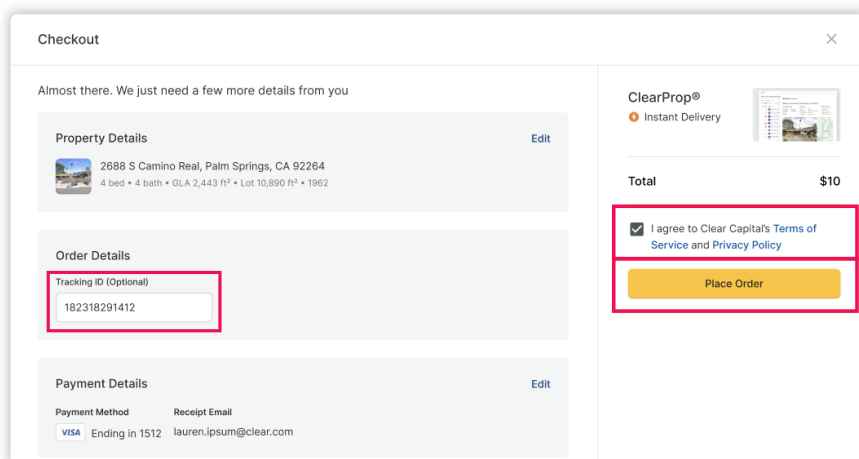


- 2 Next to the property details, you will see a list of available products for the property. Click the "Order Now" button to be taken to the order form to complete your purchase.



Order ClearProp

- Add or review your payment method.
- Review the Terms of Service and Privacy Policy and check the checkbox.
- Add a Tracking ID if needed.
- Click "Place Order."
- You will be taken to your ClearProp order where you can interact with the tool or download as a PDF.



Order CDA

1 Fill out all the fields in the profile form and then click **“Continue”** to advance to your order details.

2 Fill out all the fields in the CDA order form with information pertaining to the loan.

3 Upload your appraisal.

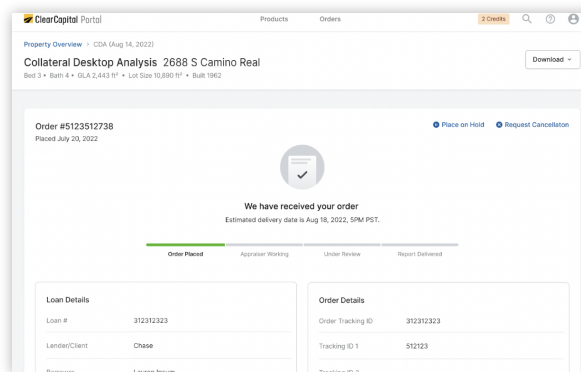
4 Select your delivery time.

5 Optional: Add a Broker-Generated Listing Report to your order.

Order Products (continued)

- 6** 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 view the progress 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.



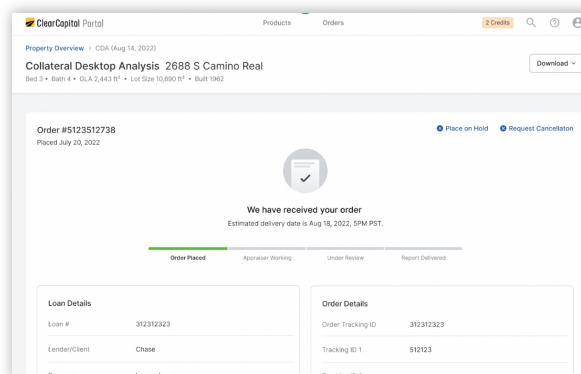
Manage your CDA Order

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

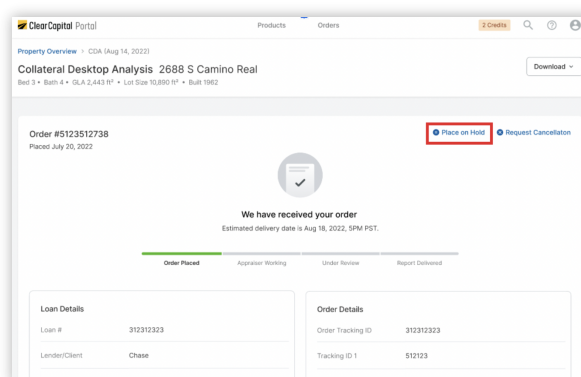
This page contains the information you need to both track and manage your order.

- 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



Placing an Order on Hold

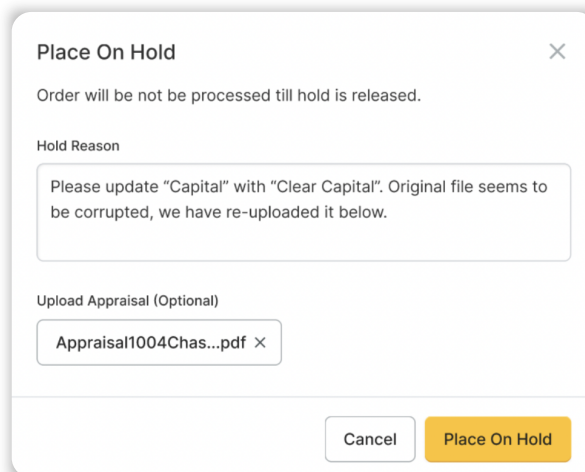
If you need to place your order on hold, simply click the **“Place on Hold”** button and enter a comment explaining why you’d like the order to be placed on hold.



Manage your CDA Order (continued)

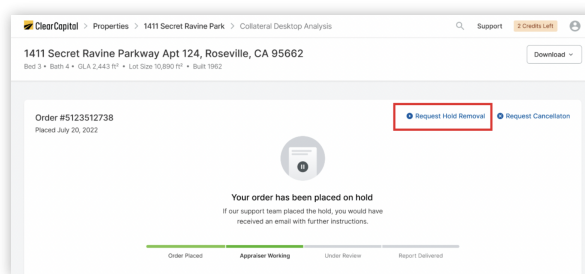
You can also upload a document, like a replacement appraisal, to send along with your hold request.

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.



Removing a Hold on an Order

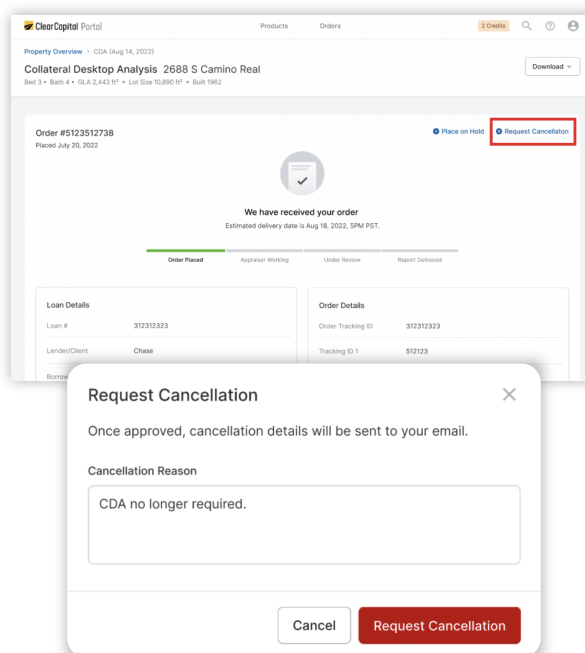
When your order is placed on hold, you can request that the hold be removed. Simply click the **“Request Hold Removal”** button. Our team will receive your request and remove the hold.



Request Cancellation

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

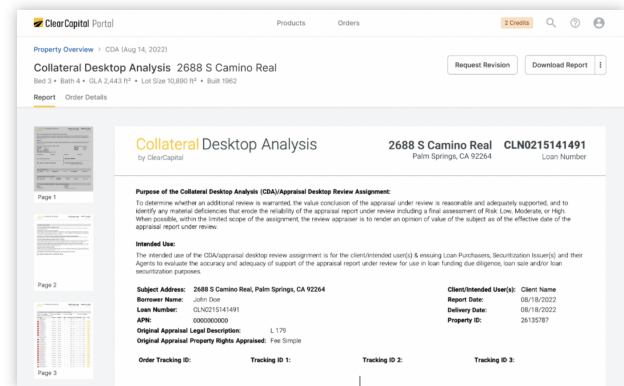
You will be prompted to supply a reason for cancellation before you submit your request. Our team will receive and review your request before canceling the order. You will receive an email confirming the cancellation of your order as well as a separate email with any applicable refund information.



Manage your CDA Order (continued)

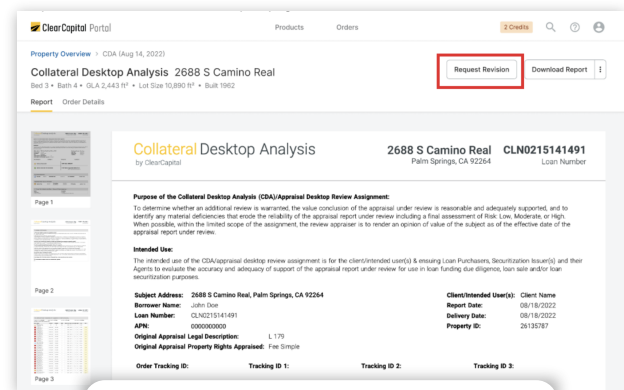
Receiving your order

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.

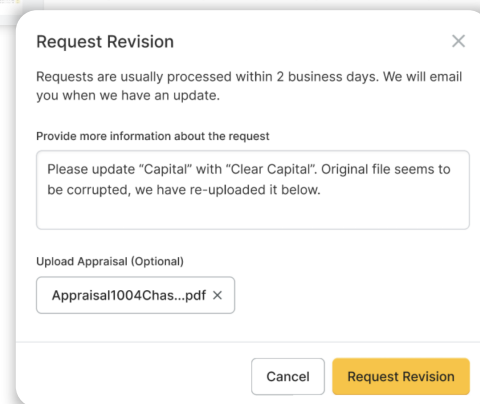


Request Revision

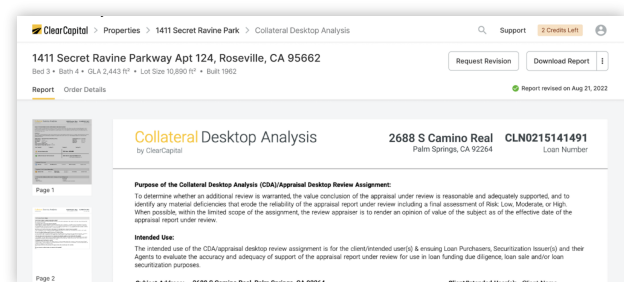
If there are any issues with your order and you'd like to request a revision, simply click the "Request Revision" button on the report page.



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.



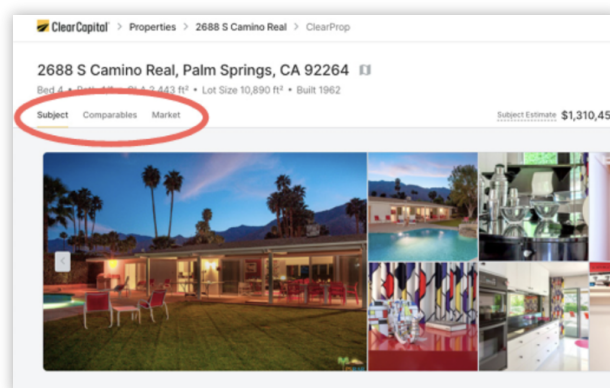
Our team will receive the request and if applicable, we will send it out to be revised. Once the revised report is ready, we will notify you via email notification and show the updated report in the Portal for you to review and download.



How to use ClearProp

Learn about 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.

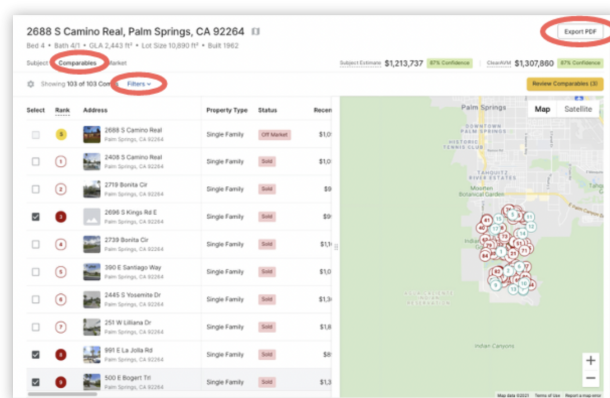


Estimate a property value and save it to PDF

1 Select the **“Comparables”** tab to identify similar properties.

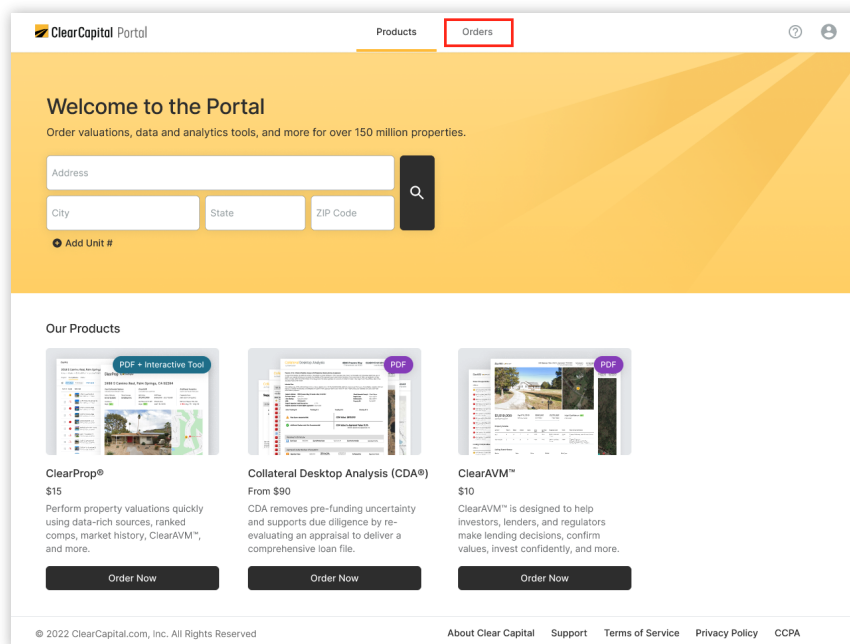
- A. Use **“Filters”** to refine your comparable results
- B. Select the checkbox next to the comparable(s) to use to estimate the property value.

2 As you select comps, the estimated value is calculated 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 Orders tab.



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.

Address	Product	Ordered	Ordered By	Tracking ID	PDF
80782 Lake View Palm Springs, CA 92264	ClearProp	Oct 10, 2022	Esther Howard	78945612	
7059 Farwell Park Santa Clara, CA, 95050	CDA	Oct 1, 2022	Cameron Williamson	12548963	
4 Cody Alley Los Altos, CA, 94024	CDA	Sep 27, 2022	Devon Lane	11478963	
26423 Stuart Pass San Jose, CA, 95116	ClearProp	Sep 10, 2022	Robert Fox	88966322	
57 Superior Trail Los Gatos, CA, 95033	ClearProp	Sep 1, 2022	Bessie Cooper	36998745	
977 Red Cloud Court Palm Springs, CA 92264	CDA	Aug 28, 2022	Wade Warren	41236988	
0993 Novick Parkway Saratoga, CA, 95070	ClearProp	Aug 28, 2022	Guy Hawkins	78896541	
800 Sunny Crossing Santa Clara, CA, 95050	ClearProp	Aug 7, 2022	Savannah Nguyen	32147896	
488 Farwell Road San Jose, CA, 95126	ClearProp	Aug 3, 2022	Arlene McCoy	78963214	
657 Lukken Court Menlo Park, CA, 94025	ClearProp	July 29, 2022	Dianne Russell	69877410	
47 Russell Junction San Jose, CA, 95134	ClearProp	July 14, 2022	Jerome Bell	95715328	
73 Carey Drive Palo Alto, CA, 94304	ClearProp	July 1, 2022	Ralph Edwards	32165498	

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, Monday—Friday, 6:00 a.m.—6:00 p.m. 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 nearly 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 our team members and has remained steadfast in this pursuit since our first order in 2001.

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