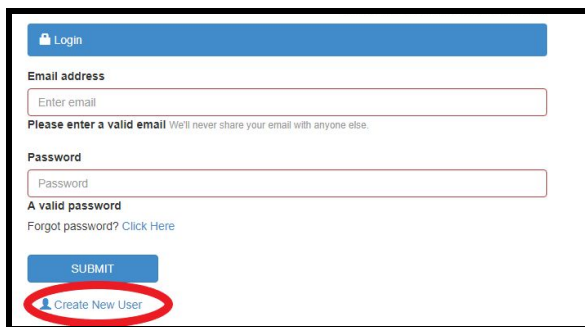


Placing an Order with Safe NHD

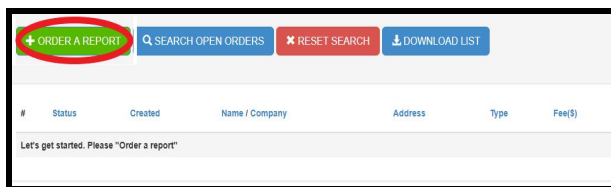
Safe NHD is a leading provider of Natural Hazard Disclosure Reports to the Real Estate Industry. You can receive your report in as quickly as a few minutes! Here is how to place an order for your report!

1 Navigate to the Order Portal of the Safe NHD Website (<https://order.safenhd.com>). If you have not placed an order before, you will need to create a new user. This can be done by clicking the “Create New User” button at the bottom of the page. You will then be prompted to fill out some personal information. This should not take longer than 2 minutes.



The screenshot shows a login form with fields for 'Email address' and 'Password'. Below the password field is a 'SUBMIT' button and a 'Create New User' button, which is circled in red. The text 'Please enter a valid email' and 'A valid password' are visible.

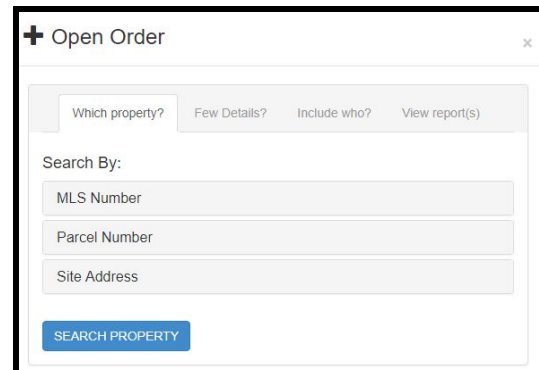
2 Once you have filled out the requisite information, you are now ready to place an order! To get started, click on the “ORDER A REPORT” tab.



The screenshot shows a navigation bar with four buttons: '+ ORDER A REPORT' (circled in red), 'SEARCH OPEN ORDERS', 'RESET SEARCH', and 'DOWNLOAD LIST'. Below the buttons is a table header with columns: '#', 'Status', 'Created', 'Name / Company', 'Address', 'Type', and 'Fee(s)'. A message below the table reads: 'Let's get started. Please "Order a report!"

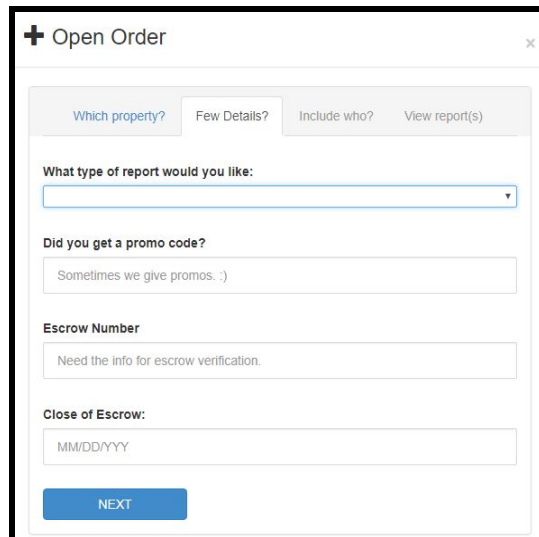
3 There are 3 ways to search for a property. You can search for the property via the MLS Number, the Parcel Number (recommended) or the Site Address. If searching via the site address, ensure that the legal address is entered to match the title of the property. Once you have filled out the appropriate

information, click on the “SEARCH PROPERTY” tab.



The screenshot shows a search form titled 'Open Order'. It has tabs for 'Which property?', 'Few Details?', 'Include who?', and 'View report(s)'. Below the tabs are three input fields: 'Search By: MLS Number', 'Parcel Number', and 'Site Address'. A blue 'SEARCH PROPERTY' button is at the bottom.

4 Choose which type of report you would like. We offer both commercial and residential NHD reports. Once you have chosen the report, fill out the Escrow Number and estimated Close of Escrow. If you do not have the Escrow Number available, type “TBD”. Click the “NEXT” button to move forward.



The screenshot shows the 'Open Order' form with the following fields: 'What type of report would you like:' (a dropdown menu), 'Did you get a promo code?' (a text input field with placeholder text 'Sometimes we give promos. :)'), 'Escrow Number' (a text input field with placeholder text 'Need the info for escrow verification.'), and 'Close of Escrow:' (a text input field with placeholder text 'MM/DD/YYYY'). A blue 'NEXT' button is at the bottom.

5 Select the recipients of the report by filling out the contacts of the desired parties. If you

are adding a new contact, click the “+” button to fill out the information of the contact. It is important to add the contact information of the additional agents and escrow officers to ensure they receive a copy of the NHD report. Click on the “SAVE TRANSACTION” button to proceed.

The screenshot shows the 'Open Order' form with the following fields and options:

- Buttons: Which property?, Few Details?, Include who?, View report(s)
- Message: *Please make sure all parties are properly associated to this order.
- Listing Agent's Email: Type here to search, or use the + to add new
- Buyer Agent's Email: Type here to search, or use the + to add new
- TC's Email: Type here to search, or use the + to add new
- Escrow Officer's Email: Type here to search, or use the + to add new
- Button: SAVE TRANSACTION

6 If the information provided is to your satisfaction, click on the “GENERATE REPORT” button by scrolling down to the bottom of the screen.

The screenshot shows the bottom of the 'Open Order' form with the following elements:

- Sub Total: \$99.00
- Grand Total: \$99.00
- Button: GENERATE REPORT (circled in red)

A new screen will open to fetch the reports.

The screenshot shows the 'Open Order' form with a progress bar and the following text:

- Fetching your reports. This could take a minute or two.
- Progress bar: 100%

Once the report is complete, the provided parties will receive an email containing the report.

The screenshot shows the 'Open Order' form with the following elements:

- Buttons: Which property?, Few Details?, Include who?, View report(s)
- List of reports:
 - Invoice
 - Natural Hazard Disclosure
 - Environmental Report
 - Tax Report
 - Combined PDF

* **Important Note: Most of the time you will receive a complete report within a few minutes. However, on occasion the report will be “in-process”. The “in-process” designation usually occurs because the property is a new home, a mobile home, a vacant lot or involves subdivision APNs. Our support team will generate the additional report in approximately 4 business hours. You will then receive an email with the complete report.**

The screenshot shows the 'Open Order' form with the following elements:

- Buttons: Which property?, Few Details?, Include who?, View report(s)
- List of reports:
 - Invoice
 - Natural Hazard Disclosure
 - Environmental Report
- Message: This order requires additional research. The complete set of documents will be sent to you ASAP via email.

* **Thank you for using Safe NHD as your Natural Hazard Disclosure provider! We appreciate your support and hope to have a long-lasting relationship!**