



We appreciate your interest in becoming a qualified BPO provider in ServiceLink's VisionSM Certified Vendor network. For your review, we have attached our standard Broker Engagement Package, which contains information regarding ServiceLink's expectations for preparing and delivering BPO reports.

Please review the attached. Once completed, please return the documents to your ServiceLink Representative. Thank you for your interest in joining the ServiceLink VisionSM Vendor Network. We look forward to growing with you.

Please make sure this application is typed out and emailed back to us for review as we can't accept hand written applications.

For preliminary review and consideration, please forward the items listed below, in one package, to DVProfile@servicelinkfnf.net . Please include the state abbreviation in the subject line. All requested items listed below are maintained in a confidential manner and all are a requisite requirement for approval.

All applications are thoroughly reviewed by our Vendor Managers to verify that each applicant is properly licensed and in good standing.

1. Copy of current licenses for Broker and all eligible associates able to complete BPO's in your office;
2. Current resume for Broker and all eligible associates in your office;
3. The attached "Broker Application" signed and completed in its entirety;
4. Completed County Coverage Sheet;
5. Completed and signed W-9 Form;
6. Completed reference sheet that provides ServiceLink with business contact names and numbers of three professional references. (Please use attached form)

The following is an overview of ServiceLink's process and requirements. Please be sure to review these requirements prior to submitting an application with ServiceLink. Thank you again for your interest in partnering with ServiceLink.

- ❖ Completion of this Independent Contractor Application does not constitute approval. If approved as one of ServiceLink's Independent Contractors, work is assigned based on quality, need and availability. There is never a guarantee of work.
- ❖ Automated Order Assignment: ServiceLink's Vision system is setup to automatically assign priority vendors orders daily to our Contractor's email addresses. Attached to the order is an Assignment Notification containing BPO product type and client requirements.
- ❖ Timeframes: You are responsible for completing and delivering the BPO orders within 48 calendar hours of receipt of the order. If you are unable to meet the established deadline, you must notify ServiceLink **immediately** upon receipt of the order request.
- ❖ Work-In-Progress: A daily report will be generated and transmitted via fax or email to your office noting your current orders in progress. This report will arrive by 8:00 a.m. local time. Please review this communication to determine if any updates need to be relayed to ServiceLink.
- ❖ Communication: Communication is the key to a successful relationship between ServiceLink and its approved Broker Network. You are required to update your orders within 24 hours of receipt via our website. Each contractor will receive a unique username and password upon setup along with the instructions to our website as a preferred vendor.
- ❖ ServiceLink requires our BPO Vendors to upload BPO reports to our website to accommodate Vision's automated review and delivery capabilities. When an upload of the BPO is complete, ServiceLink's automated rules engine will review your report and immediately notify you of any error made on the BPO form. We require that you correct these errors prior to delivery to ServiceLink.
- ❖ Licensing Requirements: ServiceLink requires all brokers actively licensed and in full compliance with State regulations and requirements. The Vision System recognizes expiration dates and will not assign orders until a renewed license is in receipt.
- ❖ Invoicing: All vendors must use the ServiceLink website E-Invoice feature to enter an electronic invoice in a statement form, once per month for the previous months completed orders:
 - Invoice should be entered at the beginning of each month
 - Please include all of the orders that were completed the previous month.
 - The vendor will receive a receipt, and payment will be mailed within 30 days.



BROKER APPLICATION

Applicant Name:			
Company Name:			
SSN:	FEIN:	Main Contact:	
Main Contact Email:		Company Email:	
Physical Address (required):			
City:	County:	State:	Zip:
Mailing address:			
City:	County:	State:	Zip:
Business Phone:		Home Phone:	
Business Fax:		Cell Phone:	
Please note form of primary contact below:		Other Phone Contact:	
Business:	Home:	Cell:	

Realtors & Associates: List all associates seeking approval

If additional space is needed, please attach a separate page.

Name	Lic. Type	License No.	Expiration	License Issue Date	State

Please Include:

- Copy of Real Estate License(s)
 Resume(s) & Reference Sheet
 Application & Disclosures
 County Sheet
 W-9

CERTIFICATION

I certify that all of the information supplied in this application is true and complete to the best of my knowledge and belief. I hereby authorize ServiceLink and its subsidiaries permission to verify the information contained herein. The below-signed vendor also certifies all BPO's completed for ServiceLink will adhere to the following requirements:

- The vendor agrees that all Associates of the Company will maintain, at a minimum, a state real estate license/certification.
 - BPO's will be completed in compliance with the requirements outlined in the ServiceLink Broker Procedure.
- ✓ ServiceLink's engagement of the agent is subject to the Client's direction with regard to the agent's license, quality, and capacity, and considers type of complexity of BPO product being ordered. Once selected, the anonymity of the agent is maintained until said report is delivered to the client.
 - ✓ The agent agrees that all communications from the time the order is placed through post delivery issues are channeled through ServiceLink. At no time, should the agent or any member of the agent's staff contact any party other than ServiceLink for additional information.

Authorized Signature:	Date:
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Company Name:		Phone #	
Business Contact:			
Years of Association:		Volume / Month:	
Work Performed:			
Brief Description of Work:			

Company Name:		Phone #	
Business Contact:			
Years of Association:		Volume / Month:	
Work Performed:			
Brief Description of Work:			

Company Name:		Phone #	
Business Contact:			
Years of Association:		Volume / Month:	
Work Performed:			
Brief Description of Work:			

Supplier Diversity Questionnaire

In an effort to identify diverse businesses within our supply chain, please complete the following questionnaire. Your participation is strictly voluntary. If you have any questions, please contact your ServiceLink representative.

Company Ownership Is the company at least 51% owned, operated, and controlled by one or more U.S. Citizens?

Yes No

Business Types Check the box next to the business types that matches your type of diverse business.

(The company must be at least 51% owned, controlled, and actively managed by an individual or individuals that meet one or more of these business types)

- Minority Business Enterprise (MBE)
 - African American Male
 - African American Female
 - Asian Indian American Male
 - Asian Indian American Female
 - Asian Pacific American Male
 - Asian Pacific American Female
 - Hispanic American Male
 - Hispanic American Female
 - Native American Male
 - Native American Female
- Women-Owned Small Business Concern (WBE)
- Lesbian Gay Bisexual and Transgender Business Enterprise
- Veteran Business Enterprise (VBE)
- Disabled Veteran-Owned Enterprise (DVBE)
- Disabled Business Enterprise (DBE)
- Small Business Enterprise (Certified by U.S. SBA) (SBE)
- HUBZone Small Business Concern
- 8(a) Business Concern
- Historically Black College and University (Part B Institution)
- Small Disadvantaged Business Concern
- Not Applicable

Certification(s) Check the box next to the certification category that matches the agency that issued your company's certification.

- DOT, State, City, and Other Diversity Certifications
- US Small Business Administration (Federal)
- NMSDC Certification
- WBENC Certifications
- NGLCC Certifications
- Other:
- Not Applicable

Certification Information *Please include a copy of your certification with this questionnaire.

Agency:

Certification Type (MBE, WBE, LGBT, VBE, DVBE, DBE, SBE, etc.):

Certification Number: Expiration Date:

By signing below, I attest that all information presented in this contract agreement is truthful, and I agree to comply with the terms and conditions of this agreement set forth herewith. It is understood and agreed by you that all references herein to ServiceLink apply equally to ServiceLink's affiliates and subsidiaries, including, without limitation, any joint venture to which ServiceLink is a party.

Company name:

Print Name of Business Owner:

Signature:

Date:



Gramm-Leach-Bliley (GLBA)

As you may know, the privacy regulations and information security guidelines issued by the federal financial regulators pursuant to Title V of the Gramm-Leach-Bliley Act ("GLBA") went into effect on July 1, 2001. Pursuant to those regulations and guidelines, covered financial institutions and service providers with access to confidential data are required to ensure that all service providers and marketing partners who have access to customer information provide for confidentiality and security of such information. To facilitate our ability to demonstrate compliance with the privacy requirements of GLBA, we ask that you agree to the following, which will apply to all data provided to you by ServiceLink or any of its affiliates or subsidiaries. As used herein, the term "Customer Information" shall mean any "non public personal information" about the "customers" and "consumer" (as those terms are defined in Title V of the Gramm-Leach-Bliley Act and the privacy regulations adopted thereunder) of ServiceLink, "Service Provider" shall mean the party accepting below as "Service Provider" and each of its affiliates and subsidiaries that are not or hereafter may be providing any goods or services to ServiceLink.

1. Service Provider hereby agrees that, except as may be reasonably necessary in the ordinary course of business to carry out the activities to be performed by Service Provider under its agreement(s) with ServiceLink or as may be required by law or legal process, it will not disclose any Customer Information to any third party other than affiliates of Service Provider or ServiceLink.
2. Service Provider hereby agrees that it will not use any Customer Information other than to carry out the purposes for which, such Customer Information was disclosed by ServiceLink unless such other use is (a) expressly permitted by a written agreement executed by ServiceLink or (b) required by law or legal process.
3. Service Provider agrees to take all reasonable measures, including without limitation such measure as it takes to safeguard its own confidential information, to ensure the security and confidentiality of all Customer Information, to protect against anticipated threats or hazards to the security or integrity of such Customer Information and to protect against unauthorized access to or use of such Customer Information.
4. Throughout the term of the Agreement, Service Provider shall implement and maintain 'appropriate safeguards' as that term is used in section 314.49(d) of the FTC Safeguard Rule, 16 C.F.R. part 314 (the "FTC Rule") for all 'customer information' as that term is defined in section 314.2(b) of the FTC Rule, owned by ServiceLink and delivered to the Service Provider pursuant to this agreement.
5. Service Provider shall promptly notify ServiceLink in writing of each instance of (i) unauthorized access to or use of that customer information that could result in substantial harm or inconvenience to a customer of ServiceLink or (ii) unauthorized disclosure, misuse, alteration, destruction or other compromise of that customer information.
6. Service Provider shall indemnify, defend and hold harmless, ServiceLink for security breaches, violations of GLBA caused by Service Provider's negligence or misconduct, and less or material alteration of customer information.

Please confirm your agreement to these terms by signing at the bottom of this page. In order to be a qualified vendor doing business with ServiceLink you must accept the terms stated herein.

It is understood and agreed by you that all references herein to ServiceLink apply equally to ServiceLink's affiliates and subsidiaries, including, without limitation, any joint venture to which ServiceLink is a party.

Signature _____

Date _____/_____/_____

W9- REQUEST FOR TAXPAYER IDENTIFICATION NUMBER

Please complete and return to:

FOR OFFICE USE ONLY

(Requester enter name, address, and account as they appear in requester's records.)

Vendor's Name _____
 Vendor's ID _____

STEP 1. (Check ONE box only and provide your complete name and Taxpayer Identification Number.)

- U.S. Resident - Individual / Sole Proprietor / Single**
 Name _____
 If you are a sole proprietor, name of the owner of the business: _____
 Social Security Number - - Employer Identification Number - -
- U.S. Partnership, Limited Liability Company ("LLC"), Estate or Trust (Form 1099)**
 Name (as shown on your tax return) _____ Employer Identification Number - -
- U.S. Corporation (exempt from Form 1099 reporting except for medical or legal)**
 (If an LLC electing corporate status for U.S. tax purposes, please attach a copy of your U. S. tax election on IRS Form 8832, *Entity Classification Election*)
 Name (as shown on your tax return) _____ Employer Identification Number - -
- U.S. Tax-Exempt Organization or Federal, State, or Local Government Agency (exempt from Form 1099)**
 Name (as shown on your tax forms) _____ Employer Identification Number - -

STEP 2. Certification/Signature (Complete the following) Under penalties of perjury my signature certifies that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me).
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.
3. I am a U.S. person (including a U.S. resident alien).

Certification Instructions: You must cross out item 2 above if you have been notified by IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, number 2 above does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN.

Signature: _____ Phone: () _____
 Print Name: _____ Title: _____ Date: _____
 Address: _____ City: _____ State: _____ ZIP: _____

Instructions for U.S. Tax Persons

As a business, federal income tax law requires us to report certain payments we make to you if you are not exempted from this reporting responsibility. In order for us to properly meet the federal tax law requirements, we need certain information from you. Please complete the information requested above and return this form to the address shown above. If you do not provide us with your correct taxpayer identification number, you may be subject to a \$50 penalty imposed by the Internal Revenue Service. In addition, you may be subject to 28% backup withholding on reportable payments we make to you. *If you have any questions, please call us at*

Phone# () _____

Are you a U.S. person? The IRS defines a U.S. person as:

- a U.S. citizen;
- an entity (company, corporation, trust, partnership, estate, etc.) created or organized in, or under the laws of, the United States; a state; or the District of Columbia
- a U.S. resident (someone who has a "green card" or has passed the IRS "substantial-presence test." For an explanation of the substantial-presence test, please see IRS Pub. 515 or 519, available at www.irs.gov.)

If your answer is NO, please do not complete this form and contact us at Phone# () _____

If your answer is YES, please complete the form. See page 2 for additional information.

Instructions for Non-U.S. Persons

If you are a non-U.S. resident or a corporation, partnership or other entity formed outside the U.S. and you are receiving payments as beneficial owner, IRS procedures require you to submit one of the following forms for use in determining the correct course of tax withholding on and information reporting of payments made to you.

These forms are available at www.irs.gov.

- IRS Form 8233, *Exemption From Withholding on Compensation for Independent (and Certain Dependent) Personal Services of a Nonresident Alien Individual* OR
- IRS Form W-8 ECI, *Certificate for Foreign Person's Claim for Exemption from Withholding on Income Effectively Connected with the Conduct of a Trade or Business in the United States*, OR
- IRS Form W-8 BEN, *Certification of Foreign Status of Beneficial Owner for United States Tax Withholding*.

If you are not a beneficial owner, but instead acting in an agency capacity for a beneficial owner, you may be required to submit:

- IRS Form W-8IMY, *Certificate or Foreign Intermediary, Foreign Flow-Through Entity, or Certain U.S. Branches for United States Tax Withholding*.

If you need assistance in completing one of the above forms, please consult your U.S. tax advisor for the appropriate help in determining which of these forms should be submitted and in correct completion of the form. We require your provision of this information to assist us for tax purposes in correctly withholding and reporting payments we make to you for your services.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered on the form.

Sole proprietor. Enter your individual name as shown on your income tax return. You may also enter your business, trade, or "doing business as (DBA)" name.

Limited liability company (LLC). If you are a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Treasury regulations section 301.7701-3, enter the owner's name and the LLC's name on the form.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your **IRS indi-**

vidual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see How to get a 77J below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-owner LLC that is disregarded as an entity separate from its owner, enter your SSN (or EIN, if you have one). If the LLC is a corporation, partnership, etc., enter the entity's EIN.

Note. See the chart on page 4 of the instructions for the IRS Form W-9, available at www.irs.gov, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.socialsecurity.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer ID Numbers under Related Topics. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Writing "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper **certifications**, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester, or
2. You do not certify your TIN when required, or
3. The IRS tells the requester that you furnished an incorrect TIN, or
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions for the IRS Form W-9, available at www.irs.gov under "Exempt from Backup Withholding" for more information.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, and the District of Columbia to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.