

## MSI Overview and Photo Requirements

- MSI orders are often sent with 4 or 5 day turnarounds. We should be receiving 2 main downloads per month, so in order to help, we suggest that you look at the MSI downloads as two window periods:
  - Download rec'd on the 16th: inspect between 17th and 20<sup>th</sup>
  - Download rec'd on the 1st: inspect between 2nd and 5th
- After the main download period, we do tend to get a lot of work reassigned to us that other companies cannot complete, so please try and incorporate this in with your work received from the original download. This will increase our chances of becoming primary in that zip code.
- Effective immediately, MSI has modified their photo requirements for both occupied and vacant properties to include both sides and any exterior utility meters. This change does not apply to WFBK and WFCI orders. If you cannot get a close up shot of the meter, take it from where you can and notate what stopped you from getting the photo (dogs in yard, owners wouldn't let you take photo). Please try and take side and meter photos before knocking on the door.
- The Wells Fargo doorcard (located on SkyDrive) can be used for WLSR orders. In InspectorADE, please go to the Info/Comments tab to view the phone number needed on the doorcard and copy that onto the generic doorcard. This should save some paper as you can fit 2 doorcards on a page.
- ALL vacant properties must have a signed inspection form (preferably a pdf) uploaded with the photos. The inspection form can be the one printed from InspectorADE, as long as it is filled out and signed. You do not have to use the MSI specific form on the Info/Comments tab.

Please note that we are required to leave an FTV posting for the following types of MSI Wells Fargo orders:

### WFFC, WFPB, WLSR:

IF the property is clearly vacant AND not secured AND does not already have a prior vacant posting, THEN leave the First Time Vacant (FTV) posting sticker posted on the front of the property in a visible area AND remove all previous FTV stickers. Do not remove any winterization stickers. The First Time Vacant posting is a sticker with a red stripe at the top. In the event that you run out of stickers, please use the FTV Posting located on SkyDrive until you receive stickers. For your reference, our ID # is OH0226.