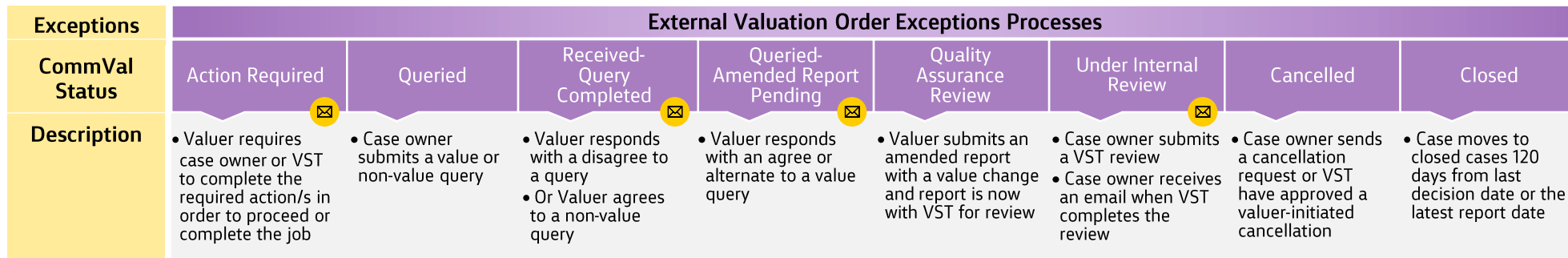
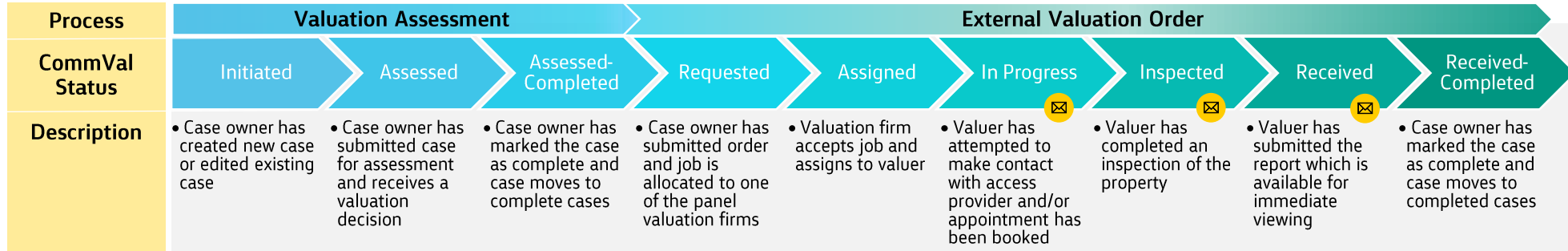


CommVal Lifecycle

6 March 2020 | V1.0



Action Required, Action Updates & Notes	Action Required by You	Action Required by VST	Action Updates from Valuer	Notes
<ul style="list-style-type: none"> Valuer has been denied access Incorrect contact details provided Insufficient documentation Property address appears incorrect Customer initiated cancellation <Other description from valuer> 	<ul style="list-style-type: none"> Service / fee type change Valuer initiated cancellation Awaiting authorisation Amended report approval Audit report approval VST review 	<ul style="list-style-type: none"> If the valuer has information about the request that does not require action by you they may provide a job update which will display as a note from 'Valuation Firm' in the Notes sidebar 	<ul style="list-style-type: none"> Notes can be used for any purpose to record information about the valuation decision or order. Notes may also be added by another team or person for reference Select the Send note to valuer tick box if you need to message the valuer directly when you have forgotten to include specific information regarding the request 	

Status Updates	Case owners can expect to receive the following status updates by email:	<ul style="list-style-type: none"> In Progress: appointment details including date, time and any additional comments relevant to the appointment Inspected: confirmation that the inspection has taken place and estimated timeframe for delivery of completed report Received: confirmation that the valuer has submitted a completed valuation report to the Bank and it is available to view Action Required: details of actionable delays will be sent to the case owner Post-valuation Query: details of the query response from Valuer VST approval/response: VST approves amended report and when VST completes VST review