

Quick Tips

There are three basic steps to begin your process of identifying the bank, servicer or lien holder. Each step is covered in detail in the following pages.

Step 1- Register

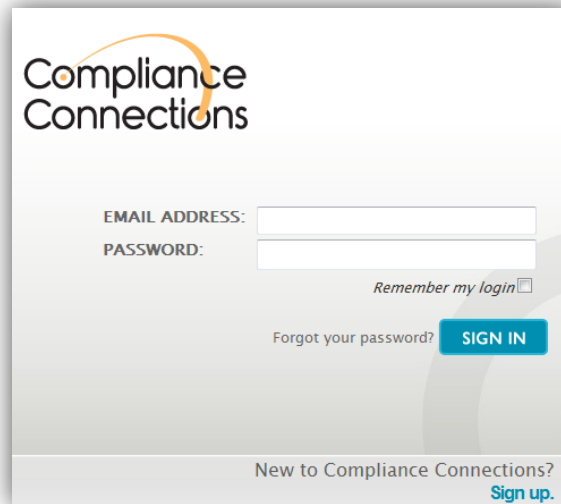
Step 2- Enter Property Address

Step 3- Enter Violation Information

Step 1- Register

Signing Up

1. Access Compliance Connections site via the following secured URL:
<https://connect.complianceconnections.com>
2. Select "Sign-Up"



Compliance
Connections

EMAIL ADDRESS:

PASSWORD:

Remember my login

Forgot your password? [SIGN IN](#)

New to Compliance Connections?
[Sign up.](#)

3. Step-1, Enter Your Information

Registration

All fields are required unless otherwise noted.

Step 1: Enter Your Information

FIRST NAME

Once your basic user information has been inputted you will need to add your organization information or select your organization from the drop down menu if your organization has already registered. To add your organization information be sure to:

1. Select “Create a new organization” from the drop down menu if your organization is not already listed.
2. Select the correct organization type (Government/Municipality, Bank/Financial Institution or HOA).
3. Save/submit when finished.
4. You will receive a confirmation email once your account has been approved.

Registration

Step 2: Enter Your Organization's Information

All fields are required unless otherwise noted.

SELECT AN ORGANIZATION

-Create an Organization-

ORGANIZATION TYPE

-Select an Organization Type-

-Select an Organization Type-

Home Owners Association

Bank or Financial Institution

Government or Municipality

NEXT > FINISH

Remember to hit “Next/Finish” before exiting

Upon completion of the registration you will receive your account confirmation email asking you to set-up a password. Password Requirements:

- Minimum of 8 characters
- Must include one capital letter
- Must include one special character (example- !, \$, *, etc...).

Step 2- Enter Property Address

Property Searches:



Compliance Connections

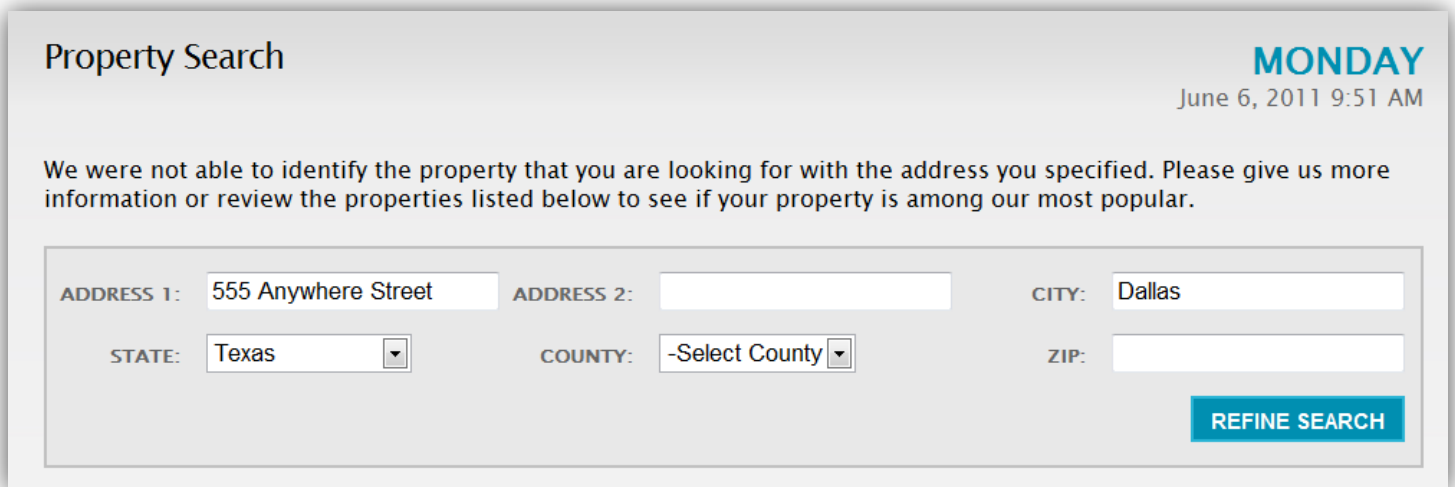
YOU ARE SIGNED IN AS BRANDON KIRKHAM (BKIRKHAM@COMPLIANCECONNECTIONS.COM)
[MY ACCOUNT](#) | [LOGOUT](#)
 CONTACT: (972) 212-7223

5216 Ohio St Winter Park FL **FIND PROPERTY**

1. Enter property address in the “Find Property” search box as illustrated above, which is located at the top of each page.

Special note: including street number, street name and zip code is the most efficient way to begin a new property search.

2. Select “Find Property”
3. In some cases the property address entered is not a valid address. If this occurs, the following screen will appear requesting additional information.



Property Search **MONDAY**
June 6, 2011 9:51 AM

We were not able to identify the property that you are looking for with the address you specified. Please give us more information or review the properties listed below to see if your property is among our most popular.

ADDRESS 1: 555 Anywhere Street ADDRESS 2: CITY: Dallas

STATE: Texas COUNTY: -Select County ZIP:

REFINE SEARCH

4. Refine your address search by amending or adding additional address attributes.
5. Select “Refine Search”

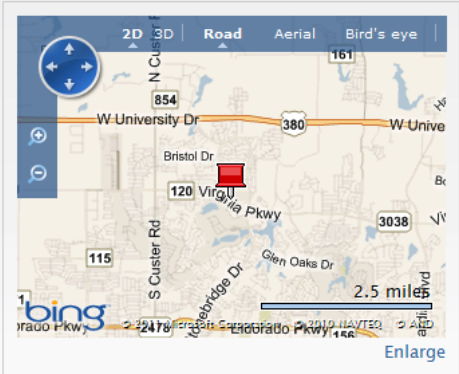
Once your property search has been matched, you will be navigated to the “Property Details” page.

Property Details
MONDAY

June 6, 2011 9:55 AM

Summary

7205 Millard Pond Dr Mckinney, TX 75071-4625



Record ID:

Street Address: 7205 Millard Pond Dr

City: Mckinney

State: TX

Zip Code: 75071-4625

County:

Subdivision: *****

Account Number: *****


Submitted By:

Approved By:

Is this the property you were looking for?

To view the full details about this property and/or submit violations.

VIEW DETAILS



- If the property is the correct address, which can be verified using the map tool, then select “View Details”. You will be prompted to “Confirm Property Association” as illustrated below.

Confirm Property Association

Do you want to associate this property with your organization and receive notifications of new violations to this property?

YES
NO

- Once “Yes” is selected you will be able to add violation or alert information by selecting the “**Submit Notification**” button located on the Property Detail tab. **It is very important that you enter the property condition alert or violation notice at this time.**



Violation Notifications

SUBMIT NOTIFICATION



Step 3- Enter Violation Information

Entering Code Violation Information Detail

Entering your property concerns or violation information is easy and a critical part in communicating with the servicer and setting expectations. Without the violation details, the servicer will not be able to address the property condition timely.

1. Select "Submit Notification" under "Property Detail" tab to navigate to the "Violation Notification Details" page wherein you can enter the information concerning the violation.
2. Enter code violation details. Use drop down boxes where needed. Add all of the information that is applicable including attachments and photos all illustrated below.
3. Remember to hit "Save" before exiting.

Violation Notification Details

THURSDAY

August 18, 2011 8:49 AM

Record ID: **28934144**
 1530 Coffeyville Trl Grand Prairie, TX 75052-2045

property detail
✔ This property is in your portfolio.
[Remove from Portfolio](#)

Summary

Date: 8/15/2011

Entity Issuing Citation: Wood Ridge Homes

Person Issuing Citation: Smith, James

Notification Type: Demolition

Notification Number: D-1500-1

Notification Create Date: 8/10/2011

Reference Number: R-1000

Location on Property: All improved structures

Deadline to Resolve: 8/29/2011

Description / Comments: All structures must be removed and lot graded to match. Permits required.

Status: Fulfillment Services Completion Notifica

Hearing Date Time: 08/15/2011 07:00 pm

Hearing Place: County Court Building

Resolution Type: Repaired

Next Followup Date: 8/15/2011

Latest Notification Date: [Add New Date](#) | [View All Dates](#)

Latest Notice of Hearing: [Add New Date](#) | [View All Dates](#)

Property Assigned To:







James Smith, Wood Ridge Homes Email: Jim@Smith.org Phone: (987) 654-3210	Brendan Gail, Bank of America Email: boa@complianceconnections.com Phone: (972) 212-7223
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Attachments

[Add Attachment](#)

Photos

[Add Attachment](#)

Once the violation information has been entered an alert is sent to the bank, servicer or lien holder of record (if applicable), notifying them of the property violation or potential of violation and requesting they confirm that the property is indeed serviced by them. The bank, servicer or lien holder reviews the property address and confirms they have the property in their inventory.

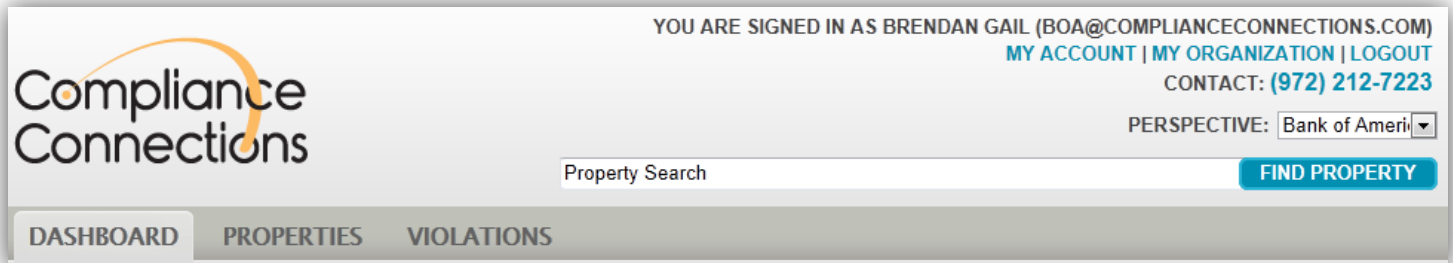
Once completed, the servicers contact information is updated under the Interested Parties section on the Properties Detail page. Compliance Connections will send an email notifying you of the information as well. Compliance Connections will also send you an email if there is not a bank, servicer or lien holder on the property.

 **Interested Parties**

ENTITY	TYPE	CONTACT	EMAIL	PHONE	LOAN NUMBER	STATUS
Bank of America	Bank or Financial Institution	Users, Text	bofa@complianceconnections.com	(877) 212-7229		Active
Wood Ridge Homes	Home Owners Association	Smith, James	Jim@Smith.org	(987) 654-3210		Active

Navigating around Compliance Connections

The top of each page contains information on your login and organization along with property search box and navigation tabs for “Dashboard”, “Properties” and “Violations”.

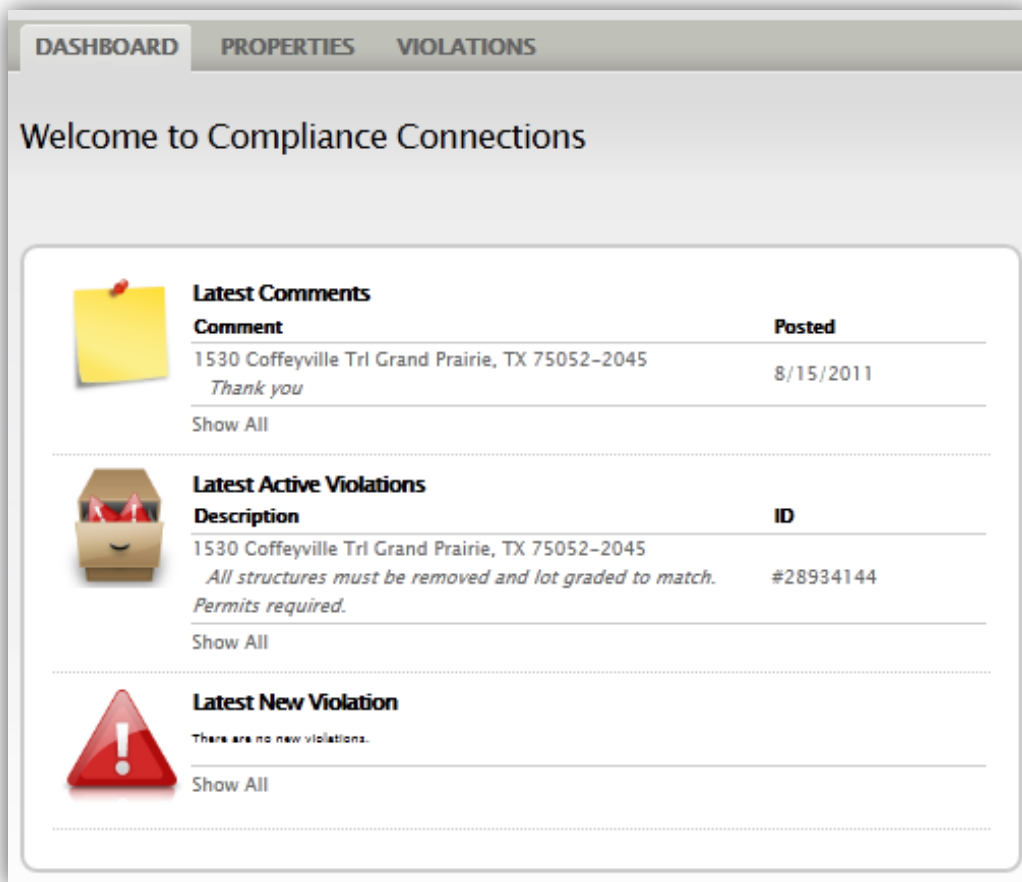


YOU ARE SIGNED IN AS BRENDAN GAIL (BOA@COMPLIANCECONNECTIONS.COM)
 MY ACCOUNT | MY ORGANIZATION | LOGOUT
 CONTACT: (972) 212-7223
 PERSPECTIVE: Bank of Ameri

Property Search **FIND PROPERTY**

DASHBOARD PROPERTIES VIOLATIONS

Dashboard tab is the most common navigation point when using the system. The Dashboard tab identifies cases that have recent updates for your quick review, listing of all of the active violations you are monitoring and a recap of the new violations submitted that have not yet been processed by the servicer.



DASHBOARD PROPERTIES VIOLATIONS

Welcome to Compliance Connections

Latest Comments

Comment	Posted
1530 Coffeyville Trl Grand Prairie, TX 75052-2045 <i>Thank you</i>	8/15/2011

Show All

Latest Active Violations

Description	ID
1530 Coffeyville Trl Grand Prairie, TX 75052-2045 <i>All structures must be removed and lot graded to match. Permits required.</i>	#28934144

Show All

Latest New Violation

There are no new violations.

Show All

Properties tab provides provide additional search and filtering functions including the ability to identify all of the submitted violations that are pending the servicers acknowledgment that they are responsible for the property. This is referred to as “Pending Interest”.

DASHBOARD **PROPERTIES** **VIOLATIONS**

Properties **THURSDAY**
August 18, 2011 8:59 AM

ADDRESS: CITY: STATE: COUNTY: ZIP:

HAS VIOLATIONS: INTEREST STATUS:

Showing Results 1 – 10 of 12

ADDRESS	CITY	STATE	ZIP	COUNTY	MAP	VIOLATIONS	PORTFOLIO PROP.	PENDING INTEREST
1530 Coffeyville Trl	Grand Prairie	TX	75052-2045	Dallas	View Map	1	<input checked="" type="checkbox"/>	
506 E Chestnut St	Mount Vernon	OH	43050-2714	Knox	View Map	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Violations tab provides additional search and filtering capabilities at the violation level. In addition this view provides a listing of all violations for your organization along with the violations current status.

DASHBOARD **PROPERTIES** **VIOLATIONS**

Violations **THURSDAY**
August 18, 2011 9:03 AM

ADDRESS: CITY: STATE: COUNTY: ZIP:

STATUS:

Showing Results 1 – 1 of 1

PARCEL ID	ADDRESS	CITY	STATE	ZIP	COUNTY	DATE REPORTED	STATUS	PORTFOLIO PROP.
	1530 Coffeyville Trl	Grand Prairie	TX	75052-2045	Dallas	08/15/2011	Fulfillment Services Completion Notify	<input checked="" type="checkbox"/>

Navigation around the system is easy due to the integrated links and easy to navigate Dashboard. Whenever an underline appears when your mouse cursor hovers over a section then a hyper link is active and by clicking on it you will be redirected to the corresponding information page.