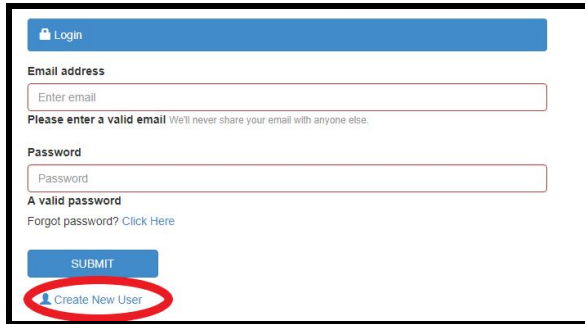


## Placing an Order with NHD Resource

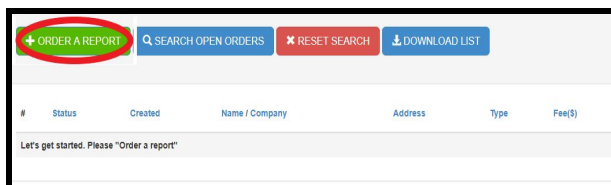
NHD Resource is a leading provider of Natural Hazard Disclosure Reports to the Real Estate Industry. You can receive your report in as quickly as a few minutes! Here is how to place an order for your report!

**1** Navigate to the Order Portal of the NHD Resource Website ([order.nhdresource.com](http://order.nhdresource.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.



Login  
 Email address  
 Enter email  
 Please enter a valid email We'll never share your email with anyone else.  
 Password  
 Password  
 A valid password  
 Forgot password? Click Here  
 SUBMIT  
 Create New User

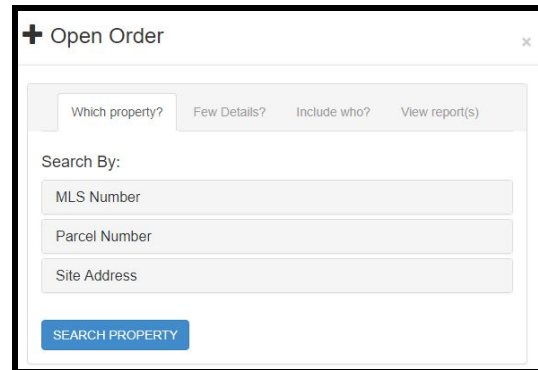
**2** Once you have filled out the requisite information, you are now ready to place an order! To get started, click on the “ORDER A REPORT” tab.



+ ORDER A REPORT    SEARCH OPEN ORDERS    RESET SEARCH    DOWNLOAD LIST  
 #    Status    Created    Name / Company    Address    Type    Fee(\$)  
 Let's get started. Please "Order a report"

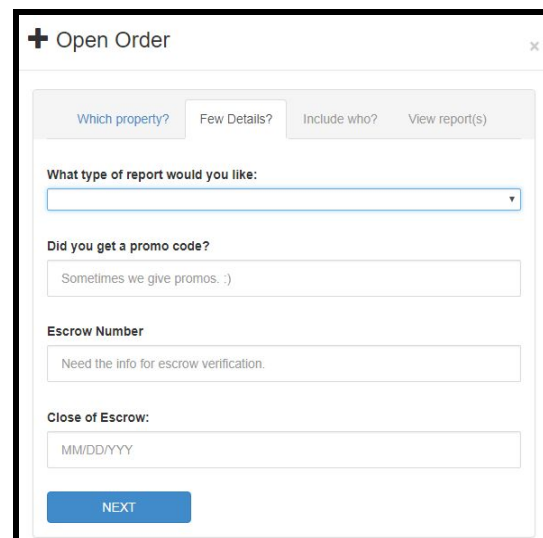
**3** There are 3 ways to search for a property. You can search for the property via the MLS Number, the Parcel Number (recommended) or the Site Address. If searching via the site address, ensure that the legal address is entered to match the title of the property.

Once you have filled out the appropriate information, click on the “SEARCH PROPERTY” tab.



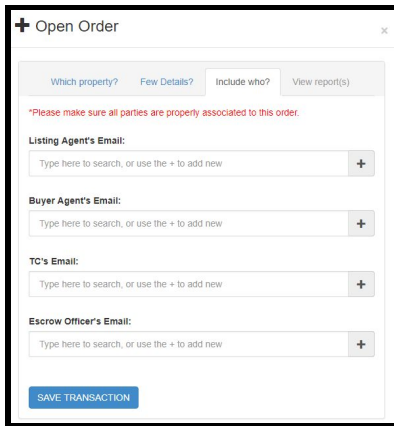
+ Open Order  
 Which property?    Few Details?    Include who?    View report(s)  
 Search By:  
 MLS Number  
 Parcel Number  
 Site Address  
 SEARCH PROPERTY

**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.



+ Open Order  
 Which property?    Few Details?    Include who?    View report(s)  
 What type of report would you like:  
 Did you get a promo code?  
 Sometimes we give promos. :)  
 Escrow Number  
 Need the info for escrow verification.  
 Close of Escrow:  
 MM/DD/YYYY  
 NEXT

**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.



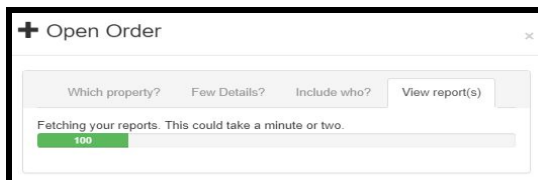
The screenshot shows the 'Open Order' window with a 'View report(s)' tab selected. Below the tabs, there is a red warning message: '\*Please make sure all parties are properly associated to this order.\*' There are four email selection fields: 'Listing Agent's Email:', 'Buyer Agent's Email:', 'TC's Email:', and 'Escrow Officer's Email:'. Each field has a search input and a '+' button. At the bottom, there is a blue 'SAVE TRANSACTION' button.

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



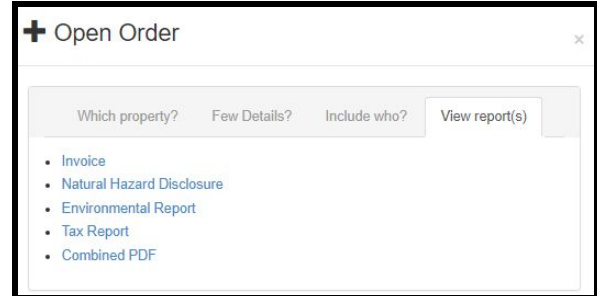
The screenshot shows the order summary section. It includes 'Sub Total' and 'Grand Total' both set to '\$99.00'. At the bottom, a blue 'GENERATE REPORT' button is circled in red.

A new screen will open to fetch the reports.



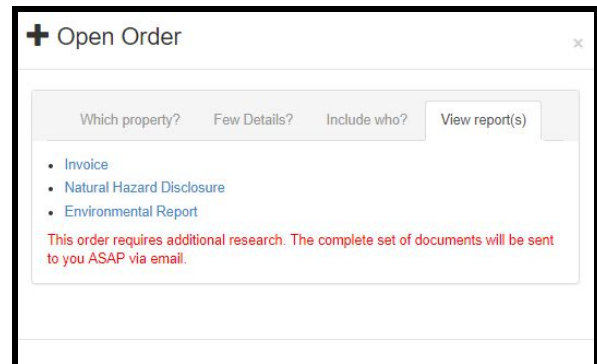
The screenshot shows the 'Open Order' window with a progress bar at the bottom. The progress bar is green and shows '100'. Above the bar, it says 'Fetching your reports. This could take a minute or two.'

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



The screenshot shows the 'Open Order' window with the 'View report(s)' tab selected. A list of report items is displayed: Invoice, Natural Hazard Disclosure, Environmental Report, Tax Report, and 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' window with the 'View report(s)' tab selected. A red warning message is displayed: 'This order requires additional research. The complete set of documents will be sent to you ASAP via email.'

**\* If you have further questions regarding placing an order, please contact us at [support@nhdresource.com](mailto:support@nhdresource.com) or 310-802-2257.**

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