

MEMORANDUM

To: All Preservation Crews
From: Property Preservation Department, Wolverine Real Estate Services
Date: June 28th, 2012
Re: Theft and Vandalism/Police Reports/DPR

This memo amends our Memorandum dated April 11th, 2012 to provide additional instruction when you encounter theft and vandalism at a property.

When at a property and theft or vandalism is found contact the police immediately to report the issue(s). If a patrol is willing to come to the property it is possible that there will be some wait time, in these cases it is reasonable to charge twenty dollars an hour in wait time (before discount). Any documentation, including a case number, acquired during this process is required to be sent in with your photos and other paperwork to update the work order.

If for any reason the police deny your request to have a police report filed please make sure to list that on the PCR and/or as well as reporting all damages/issues. If you do not list this then it will be assumed that no effort was made.

In addition to providing a police report it is imperative that a Damage Report (DPR) is filled out for any and all claimable damages (stolen pipes, mold, stolen AC Units, Siding damage caused by theft/weather, flooding, roof damages caused by theft/weather). Please include proper photos to support all items on a DPR.

By being specific and diligent in our reporting of such damages, both with a Police Report and DPR, it allows the bank to file insurance claims which can generate profitable claims that can be used to put the property into conveyance condition.

Thank you again for your work and continued efforts to increase our communication and productivity.