

HomEq Servicing

Re-key Policy

In order to improve HomEq's REO assets overall turn time, HomEq agents must adhere to the following re-key policy. Agents who do not comply with this policy will receive Vendor Incident Reports, which will have an effect on their overall rating. Vendor Incident Reports will be followed by a call from a HomEq's Vendor Relationship Manager for counseling regarding this specific policy.

As of 11/15/02, HomEq's property preservation vendors will go out to all new REO assets to check on occupancy. The property preservation vendors will re-key and trash out the properties if found to be vacant. HomEq's Pre-Marketing representatives will contact potential list agents and provide the agents with key location or lock box code, which ever is applicable. The preservation vendors will still use HomEq's standard kwik set key code 44535.

In the event that an agent is requested to re-key a property by HomEq the agent will re-key to our standard key code. This situation will often occur within the eviction process.

Compliance with this policy ensures HomEq's appraisal companies have timely access to the property to complete tasks that HomEq has requested of them.

For information on obtaining Kwikset locks and keys at a reasonable price, please visit the Nu-Set website.

Web Site: www.nuset.com
Phone: 1-800-606-8738