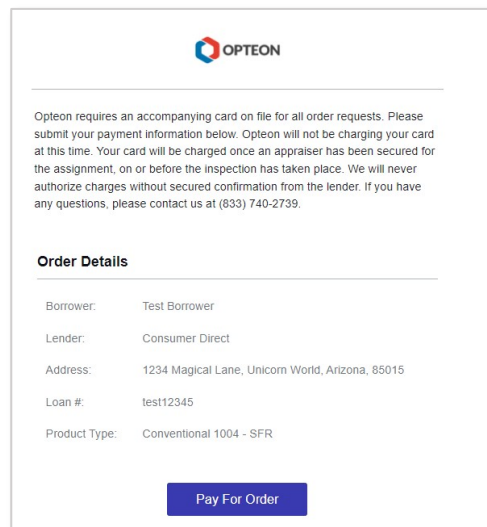


# OPTEON BORROWER PAYMENT LINK GUIDE

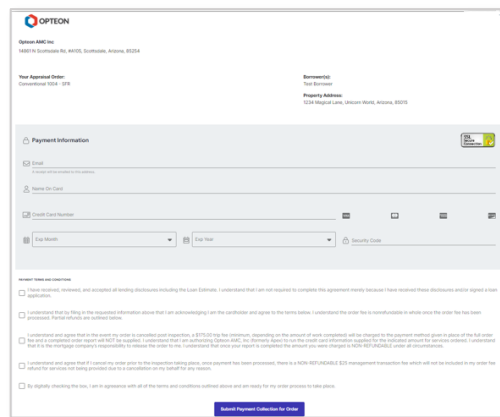


## PAYMENT LINK INSTRUCTIONS AND EMAILS

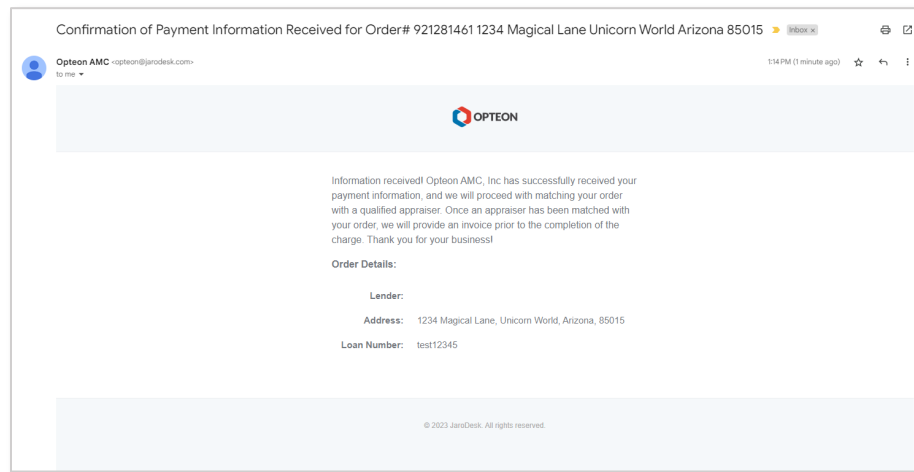
1. The 1st email will be sent to the borrower to collect card information. The order will remain on hold until payment information has been collected
  - The email will come from the following email address: [opteon@jarodesk.com](mailto:opteon@jarodesk.com)
  - The subject line will be:
    - *Action Needed: Provide your information for your Opteon real estate appraisal*
  - **Completing the payment link only collects the credit card information, and the card will only be charged after an appraiser has been matched with an appraisal**



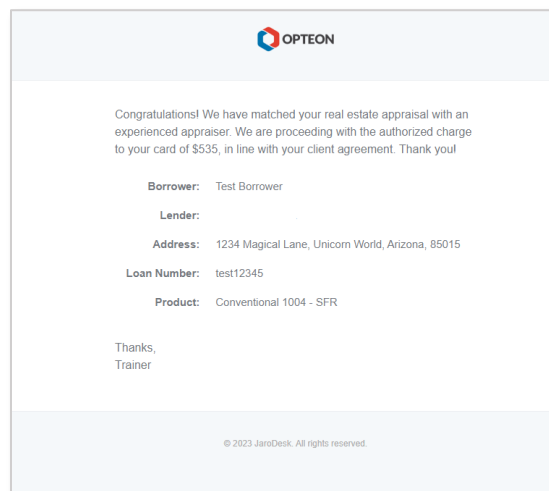
2. Click “Pay for Order” and enter credit card information



3. Once the payment link is successfully completed, the borrower will receive a 2nd email confirming Opteon has received the payment information and will match the order with a qualified appraiser
  - The email will come from the following email address: [opteon@jarodesk.com](mailto:opteon@jarodesk.com)
  - The subject line of the confirmation email will be:
    - *Confirmation of Payment Information Received*



4. Once the appraisal has successfully been matched with an appraiser, the payment information on file will be charged, and the borrower will receive a receipt
  - The email will come from the following email address: [opteon@jarodesk.com](mailto:opteon@jarodesk.com)
  - The subject line of the receipt email will be:
    - *Your Appraisal Order Has Been Accepted*



## TIPS & ADDITIONAL INFORMATION

- Haven't received the aforementioned payment link and email communication?
  - Please check your spam folder
- Will the charge be under Opteon on my bank statement?
  - No, the charge will be listed as *Jaro*, Opteon's technology partner.
- Why is credit card information captured prior to appraiser assignment?
  - Doing so decreases turnaround time for the appraisal
  - The payment link will only need to be completed once, for the rare cases a fee increase is needed