

Communicating with Altisource

- Use the **complete property address and property ID** in the email subject line or when calling Customer Support. This will allow the agent to quickly reference the transaction information.
- **Save all emails** related to the transaction.
- If you are not receiving a timely response from your Altisource representative, **contact their supervisor**. Supervisors' contact information is listed in coordinators' email signatures.

Know The Disclosures

- **If the home is OCCUPIED**, neither you nor the buyer can access the property even for inspections or appraisals.
- As disclosed in MLS remarks and in the PSA, listings on the Hubzu® Retail Marketplace are sold **AS-IS without repair or warranty**. The seller will not consider repair requests for auction or occupied properties.
- As the buyer's agent, **you can access a non-occupied property** for any reason during the transaction without an appointment. You can authorize appraisers and inspectors to gain access (as permissible within applicable real estate laws).
- Regardless of lender requirements, **water cannot be turned on** for inspection, appraisal or any other reason until after closing. An air pressure test may be performed instead.

Buyer, Seller and Agent Responsibilities

- Seller and listing agent have **no knowledge** of the property's history.
- The seller and listing broker offer no warranty and make no claim that any property offered for sale on Hubzu.com will **qualify for financing**.
- It is the buyer's responsibility to **verify HOA fees and dues**, if applicable, community rules and restrictions, property square footage, lot sizes, taxes, room dimensions and other information deemed important.
- Gas and electric in many instances will be active but not turned on. It's the **buyers' responsibilities to turn on** for inspection or appraisal (at the buyer's expense).
- The seller will provide **a clear and insurable title** at closing.

COMMON ACRONYMS

PSA	Purchase and Sale Agreement
BA	Buyer's Agent
SA	Selling Agent
LA	Listing Agent
CA	Closing Agent*
DP	Document Processor
CC	Closing Coordinator
EM	Earnest Money
EMD	Earnest Money Deposit
POF	Proof of Funds
PTS	Premium Title Service
RHSS	REALHome Services and Solutions

ADDITIONAL RESOURCES

- [Hubzu.com Frequently Asked Questions](#)
- [How Hubzu Home Buying Works](#)
- Call 866-952-5414 if you have issues with property access.

CUSTOMER SUPPORT

Hubzu Customer Care:
855-882-1314

Document Processors:
855-427-2178

Altisource Closing Coordinators:
855-703-0403

Premium Title Closing Coordinators:
855-339-6325

*Closing Agent may refer to title representative or attorney, as applicable by state requirements.