



# BUYER'S GUIDE

Tips for a smooth buying  
experience with

**REALHOME<sup>™</sup> SERVICES  
AND SOLUTIONS, INC.,**

a division of Altisource, Portfolio Solutions S.A.  
(NASDAQ:ASPS)

This Buyer's Guide answers key questions about purchasing a property listed by REALHome™ Services and Solutions, Inc. (RHSS). Please use this guide as your initial resource for information about the purchase process.

## STEP 1. EXPLORE HUBZU.COM / FIND YOUR HOME / CHECK PROPERTY STATUS

- Although not required, RHSS encourages buyers to work with a licensed buyer's agent of their choice for professional assistance during the real estate purchase process. RHSS agents work exclusively for the seller and cannot represent the buyer.
- Most RHSS properties are listed on local multiple listing services (MLS) and our seller's preferred marketing website, [Hubzu.com](https://www.hubzu.com). MLS sites can only be accessed by licensed real estate agents. Details about listings can be found on the MLS and on [Hubzu.com](https://www.hubzu.com). Buyers can search listings, bid on properties, and check property status on [Hubzu.com](https://www.hubzu.com). **The seller will not accept offers submitted outside [Hubzu.com](https://www.hubzu.com).**
- Please review the FAQ's listed on the Support page of [Hubzu.com](https://www.hubzu.com) to learn more about the bidding process. Review all required documentation, prior to bidding, to expedite the transaction process if you are the selected bidder.

## STEP 2. DO YOUR DUE DILIGENCE

- Sellers and listing agents have no knowledge of the property's history. **ALL PROPERTIES OFFERED FOR SALE ARE AS-IS, WHERE-IS, WITHOUT REPAIR OR WARRANTY.** Sellers will not consider repair requests for auction or occupied properties. There is no guarantee that any property offered for sale will qualify for financing or be approved for a particular use.
- It is the buyer's responsibility to understand the risks and to verify property history, HOA fees and dues (if applicable), community rules and restrictions, property square footage, lot size, taxes, room dimensions, and any other information they consider important **BEFORE** placing a bid on [Hubzu.com](https://www.hubzu.com).
- **OCCUPIED PROPERTIES MAY NOT BE VIEWED. DO NOT ATTEMPT TO ACCESS OCCUPIED PROPERTIES FOR ANY REASON, INCLUDING INSPECTIONS OR APPRAISALS.** Buyers should understand the risks of purchasing an occupied property prior to placing a bid.
- Inspections, including air pressure tests, may be conducted on non-occupied properties only and should be conducted **PRIOR** to bidding; however, the seller will not allow water service to be turned on for any reason, including for inspections or appraisals. An air pressure test may be performed instead. Gas and electric utility service may be turned on by buyer at buyer's expense. Please notify the RHSS listing broker by email with the date of inspection if you intend to inspect a property.

### STEP 3. REGISTER OR SIGN IN

- The buyer and/or buyer's agent must register on [Hubzu.com](https://www.hubzu.com) to place a bid on a property. During the registration process, the buyer will choose a username and password to create an account. The buyer will use the account to place bids, monitor the bidding process, and submit counter offers as necessary. The buyer will receive a confirmation email at the email address provided during registration, which will provide a link to complete the buyer's profile. The registered bidder will manage the bidding process and enter payment information for bid deposits. **If the buyer is the registered bidder, they must supply their agent's information during the registration process or when making an initial bid on a property for the agent to receive a commission.**
- If a Buyer's Premium and/or a Technology Fee is required, it will be disclosed on the property details page. Buyers can find more information about the Buyer's Premium and/or Technology Fee on the [Hubzu.com support page](#).

### STEP 4. MAKE AN OFFER. CLICK "MAKE OFFER" OR "PLACE BID"

- [Hubzu.com](https://www.hubzu.com) holds reserve auctions. Reserve auction cycles are usually 7 days. The property details page for any given property on [Hubzu.com](https://www.hubzu.com) will show the highest current offer or bid. The buyer should use this information to gauge the potential success of their intended offer/bid. There is no limit to the number of bids a buyer may place on a property before the auction ends. Bidders may also place backup offers/bids on a property after it goes under contract.
- The buyer or the buyer's agent should input the general terms of the buyer's offer/bid on [Hubzu.com](https://www.hubzu.com) when first making an offer or placing a bid on a property. The seller will prepare the Purchase and Sale Agreement (PSA) and begin the contract process after selecting an offer or bid from a buyer. The buyer or buyer's agent will need to specify the buyer's intention to use either a buyer-chosen or seller's preferred closing attorney, title company or escrow officer. To avoid delays, buyer should not forget to disclose the correct name that should appear on title.
- Do not email or fax offers. Sellers only consider offers and bids submitted on [Hubzu.com](https://www.hubzu.com).
- All offers/bids are presented directly to the seller or the seller's asset manager for review via [Hubzu.com](https://www.hubzu.com). Sellers will review but may not respond to all offers/bids. Responses to offers/bids are usually made within 48 hours.
- Sellers normally opt to use a minimum offer or bid amount, called a "reserve price," to prevent the submission of "lowball" offers or bids. If the reserve price has not been met, and there is no selected bidder, properties may be placed back on [Hubzu.com](https://www.hubzu.com) for a new auction cycle. It may take 24-36 hours to start a new auction cycle. Please do not contact RHSS agents to inquire about a property returning to [Hubzu.com](https://www.hubzu.com) until 36 hours have passed from the end of the previous auction cycle.
- Please note that some offers may require management approval and can take longer to process.

## STEP 5. RETURN PURCHASE AND SALE AGREEMENT (PSA)

- The buyer or the buyer's agent will be notified via email if the seller chooses to proceed with their offer/bid. If seller decides to proceed, seller will send the PSA for buyer's signature(s) within 48 hours of the buyer being notified by way of email that they are the selected bidder. Buyer can review a sample copy of a PSA on [Hubzu.com](https://www.hubzu.com). The assigned document processor will coordinate all documents between buyer and seller until the PSA is executed.
- No changes can be made to the seller's required documentation and buyer must return all documents to the seller in a timely manner to avoid rejection of the offer by the seller and the bid deposit hold being converted into a nonrefundable charge on their credit card.
- The buyer or buyer's agent should send the Earnest Money Deposit (EMD) on time, per seller's instruction, by wire transfer or cashier's check, to be held by the closing attorney, title company or escrow office. Please note that RHSS, its affiliated listing brokers, agents, and sellers do not hold on to the EMD. **Please review the PSA for a complete understanding of the EMD disbursement process.**
- All required signatures and initials must be included on the PSA documents before the PSA can be accepted. Buyers are encouraged to review all contract documents carefully to save time.
- Please note that returning the PSA does not constitute an acceptance of any offer made by the buyer. The documentation process, including all signatures on the PSA, must be completed before the prospective buyer's bid is considered accepted by the seller.

## STEP 6. FACILITATE CLOSING

- After all parties have signed the PSA, the seller's asset manager will assign a transaction coordinator to the file. All subsequent communications and documentation should be directed to the transaction coordinator. Responsive communications by all parties will ensure a smooth, on-time closing. If buyer is not receiving a timely response from the seller or seller's agents, the buyer should contact the RHSS listing broker for assistance.
- If buyer contacts the RHSS listing broker, buyer should reference the complete property address and property ID in the email subject line or when calling Customer Care.
- The transaction coordinator will send the closing attorney, title company, or escrow agent a full set of closing instructions with all seller information necessary to close the transaction.
- Seller requires 48 hours to review closing documents prior to closing. The seller will do its best to provide a clear and insurable title at closing.

## 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**

Property Access Issues: **(866) 952-5414**

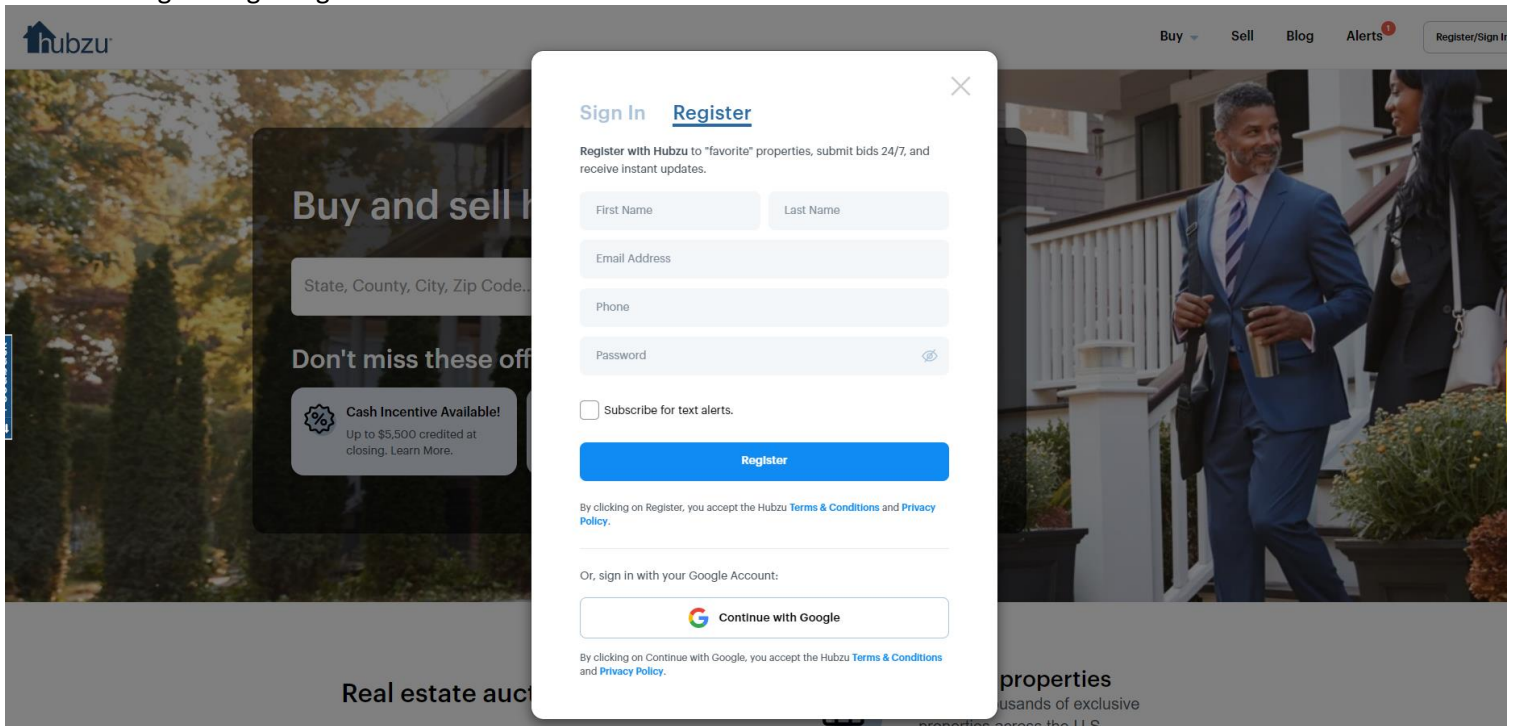
[Click to view Frequently Asked Questions on Hubzu.com.](#)

## COMMON ACRONYMS

<b>PSA</b>	Purchase and Sale Agreement
<b>BA</b>	Buyer's Agent
<b>SA</b>	Selling Agent
<b>LA</b>	Listing Agent
<b>CA</b>	Closing Agent <i>(May refer to title representative or attorney, as applicable by state requirements.)</i>
<b>DP</b>	Document Processor
<b>CC</b>	Closing Coordinator
<b>EM</b>	Earnest Money
<b>EMD</b>	Earnest Money Deposit
<b>POF</b>	Proof of Funds
<b>PTS</b>	Premium Title Services <sup>™</sup>
<b>RHSS</b>	REALHome <sup>™</sup> Services and Solutions, Inc.


**Buyer placing a bid will go through the following steps:**

1. On clicking of the Bid Wizard if the user is not registered, the user is prompted to register. A user also has the option of registering using their Gmail account.






2. After user registration, the user is redirected to complete his profile



### Bid Wizard



991834313451391 34934  
Thornton, ID 83440  
2 Beds | 1 Bath

Starting bid  
**\$173,000**

366 : 12 : 46 : 29  
Days : Hours : Mins : Secs

#### Profile

For more information on registration process, please see our [FAQs](#).

**Do I need to register to bid or make an offer on a property?**  
Yes, you need to register and verify your credentials to make an offer/bid on a property.

**After I register, how do I change my user information?**  
To change your profile information, sign in and go to the 'My Profile' section of your Hubzu account. Simply update the appropriate fields and click 'Save' at the bottom of the page.

#### Profile Information

Please complete your profile

Please take a few minutes to complete your profile with accurate information. We need this information to help us verify you, which in turn helps with a better bidding experience on Hubzu for all our users. By letting only genuine verified bidders to place bids, we reduce the chances of failed bids or transactions.

I am a \*  Buyer  Agent

First Name \*  Last Name \*

Email \*  Address line 1 \*


Address line 2  State \*

City \*  Zip Code \*

Mobile \*

[Continue](#)

Profile Verification

Property is available to all persons, regardless of race, color, religion, sex, handicap, familial status, or national origin.  
About Us | Your PRIVACY Rights | Terms & Conditions | Disclaimer & Trademark  
TREC: [Info About Brokerage Services](#) | [Consumer Protection Notice](#)  
 Fair Housing and Equal Opportunity. © 2012 - 2019 Allsource. All Rights Reserved.

## Bid Wizard



991834313451391 34934  
Thornton, ID 83440  
2 Beds | 5 Baths

Starting Bid  
\$173,000

366 · 12 · 42 · 36  
Days Hours Mins Secs

### Verification

For more information on the verification process, please see our FAQs



#### What do you do with the information I enter?

The information is used to verify your identity. We do not store your Social Security number or date of birth in our database, and this information is deleted as soon as your identity is verified.



#### Will I have to go through this process every time I log in to Hubzu?

No. This is a one-time verification process. Once your information is verified, you won't be asked to repeat it.

### Profile Information

#### Profile Verification

#### Please verify your details

Please take a moment to verify your identity by entering your first name, last name, date of birth and the last 4 digits of your Social Security Number. Verifying your information keeps the Hubzu marketplace safe and accessible for everyone.

This is a one-time verification of your information.

First Name \*

John

Last Name \*

ABC

Date of Birth  
(MM/DD/YYYY) \*

Date of Birth (MM/DD/YYYY)

Last 4 Digits of SSN \*


Last 4 Digits of SSN

Verify



### 3. User is asked to fill the CONTACT INFORMATION FORM (CIF)

**Contact Information Form**



991834313451391 34934  
Thornton, ID 83440  
2 Beds | 5 Baths

Starting Bid  
**\$173,000**

**366 : 12 : 38 : 40**  
Days Hours Mins Secs

Please ensure the information provided in this form reflects all the contact names that should appear on the contract documents. If this information is not accurate, it could delay your contract documentation. Failure to provide these details may result in the seller disregarding your selected bid and pursuing sale of the property with other bidders. For certain properties, you will be required to complete this form before proceeding to bid confirmation.

Buyer/Agent Information

Are you represented by an Agent? No

\* Buyer confirms that Buyer is not working with a licensed real estate agent and has not received assistance from a licensed real estate agent with respect to this property.  
\* Buyer understands and acknowledges that the listing broker, REALHome Services and Solutions, Inc., exclusively represents the seller and may not offer guidance or advice to Buyer.

Continue

Buyer/Agent Information

Edit

Represented by an Agent: No

Buyer

The purchase is being made on behalf of:  Individual  Business

<input type="text" value="First Name *"/> buyer	<input type="text" value="Address1 *"/> ADD1
<input type="text" value="Middle Name"/>	<input type="text" value="Address2"/>
<input type="text" value="Last Name *"/> new	<input type="text" value="Select State *"/> ND
<input type="text" value="Email *"/> buyernew@gmail.com	<input type="text" value="City *"/> hazen
<input type="text" value="Phone *"/> 1212234123	<input type="text" value="Zip *"/> 58545

Do you have a co-buyer?  Yes  No

Continue

#### CIF information

The information you provide in this form will be used to prepare relevant transaction documents (e.g., purchase and sale agreement, property information disclosure forms, settlement statements, deed, etc.) if your bid is selected by the seller to proceed with the transaction. Because of this, please be sure that the information provided is complete and accurate and that proper legal names are used. If the information provided is not accurate or complete, the seller may choose to disregard your bid and pursue the transaction with other bidders.

4. Proof of Funds – On completion of the CIF, the user will require to upload their proof of funds. This allows a seller to verify the ability of the buyer to complete their purchase.

Buyer Edit

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Buyer Name(s) on legal document will be:

Buyer :-  
buyer new  
buyernew@gmail.com

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Proof of Funds/Pre-Approval Letter

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To provide the seller with the necessary information to evaluate your bid, please upload supporting documentation.  
For cash purchases, please attach a bank statement, investment account statement or similar document to verify adequate funds to close. For financed purchases, please attach a copy of a pre-approval letter from your selected financial institution.


[Upload Proof Of Funds](#)

(File formats accepted: PDF, JPG and JPEG. Maximum file size allowed is 10MB)

I hereby acknowledge that the information provided in this Contact Information form is complete and accurate. I understand that such information will be used to prepare the transaction documents for the purchase of the property.

[Submit](#)

5. After the user has completed filling his Contact Information, the user is redirected to the Payment Screen where a deposit or a HOLD is placed on the buyers Credit Card.



52234412131272 DeKalb County  
Kenmore, WA 98028  
7 Beds | 9 Baths

Current Highest Bid  
**\$166,000**

162 : 16 : 23 : 50  
Days Hours Mins Secs

### Bid Deposit Information

For more information about the bid deposit process, please see our [FAQs](#)

**What is the 'Bid Deposit'?**  
The 'Bid Deposit' is a hold placed on your credit card before you can place a bid on applicable properties on Hubzu. This is used to verify that you are a serious bidder with intent to purchase the property.

**How long is the hold?**  
The hold will remain in place for the duration of the auction cycle. Once the auction cycle ends, one bidder may be chosen by the seller as the "selected bidder" to proceed to contract. If you're the selected bidder, the hold will remain in place until we receive confirmation of the payment of earnest money deposit. If you are not the selected bidder the hold will be removed within 4-7 business days after the auction cycle has ended.

### Bid Deposit

This is a one time Bid Deposit ("hold") of \$1,000 to be placed on your credit card. For more information, please see our [FAQ's](#)

**Total Hold**  
**\$1,000**

I understand that if I am the selected bidder and I authorized the initial hold with my credit card, Hubzu has the right to charge my credit card if I fail to return a signed Purchase and Sale Agreement (PSA) or send the required earnest money deposit within the applicable time frames set forth in the PSA.

PLEASE NOTE: If you are the selected bidder and you fail to perform as described, then your card will be charged. ALL SUCH CHARGES ARE NON-REFUNDABLE.

**Agree**

### Payment details

Please enter your credit card details below. Prepaid & debit cards will not be accepted.

First name \*  
G

Last name \*  
Nair

Email \*  
[REDACTED]

Phone \*  
7389931896

Address \*  
[REDACTED]

City \*  
BANGALORE

State \*  
CA

Zip \*  
90201

Card Number \*  
4242 4242 4242 4242

VISA

Expiry date \*  
11 / 23

CVV \*  
111

**Pay**

Please note that you'll see two separate transactions on your credit card from Altisource Online Auction, Inc., a bid deposit hold of \$1,000 and a one-time, non-refundable \$1 charge. By submitting this bid deposit I understand that if I am the selected bidder and I fail to return any required contracts or send the required earnest money or sale deposit within the applicable time frame set forth in the communications or legal documents, the bid deposit hold amount will be converted to a non-refundable charge on my credit card.



## Congratulations! You are now ready to Bid!

Your transaction was successful.


\$1000 Bid deposit hold and \$1 Non-refundable charge reference number: 2d575052-e6a7-426c-abb1-110236a4ab48

A receipt of the order confirmation and a copy of the bid deposit terms will be sent to your email address [REDACTED]

Continue

6. On Completion of the payment, the user is directed to the new Bid wizard

### Bid Wizard



991834313451391 34934  
Thornton, ID 83440  
3 beds 1.5 baths

starting bid  
**\$173,000**

366 · 12 · 35 · 31  
Days · Hours · Mins · Secs

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#### Place Your Bid [Bid FAQs](#)

Your Bid Amount

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Buyer's Premium (5.0%)

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**Total Due**

If I'm not the selected bidder, hold my bid as a backup for

Enable Auto Bidding

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#### Financing and Closing

How will you be financing this home? \*

Seller Pays: Buyer uses Premium Title Services, the seller's preferred title partner and closing agent. This lets the buyer bypass the title insurance fees, related search costs and reduced escrow/closing fees, since the seller will cover the charges. The standard charge for title insurance services in Idaho is \$1,436. Please note that buyers making all-cash purchases are automatically opted in to save through this method.

You agree to close in \*  days

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#### Seller Contingencies

Buyer has 5 days from receipt of title information to raise any title objections.

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#### Additional Information

Have you toured the property? \*

NE: Buyer does not want to finance the Buyer's Premium.  
\* (As a cash transaction)

**Note:** An earnest money deposit of **\$15,000** is due after you sign the Purchase & Sale Agreement. At closing, this amount will be credited toward your total purchase price.

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I understand and agree that Seller reserves the right to refuse any Bid, highest or otherwise, and final acceptance of a Selected Bid is expressly subject to Seller's signature on the Purchase and Sale Agreement.

I represent the buyer for this transaction and on their behalf, I have read and understand the above information and acknowledge that the terms of the Purchase and Sale Agreement, once signed by the buyer and seller, will control this transaction. I agree to the Hubzu Terms and Conditions, PRIVACY Policy and any Special Terms that may apply.

I have read and understand the disclosures found in the Affiliated Business Arrangement Disclosure Statement found [here](#)