

These Frequently Asked Questions have been compiled to help current and new users get the information they need to get the most out of the all new DataTree application. Click the links below to find the answers to your questions.

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GENERAL QUESTIONS

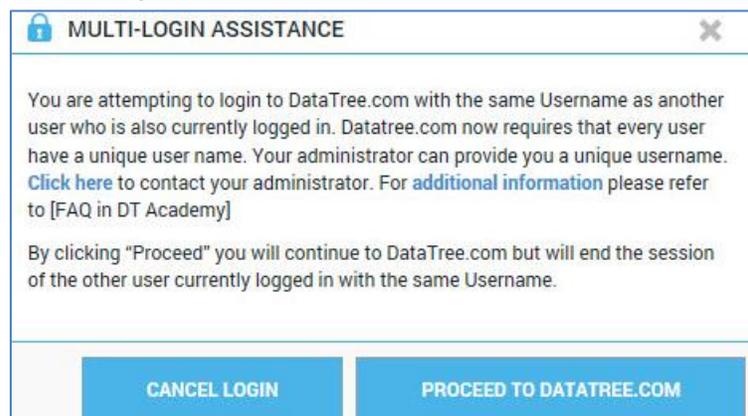
1. How do I get access to the new DataTree.com?

- When you go to log into DataTree.com, you will notice that you have a choice: For NEW, just input your username and password. For CLASSIC, input login information and click ACCESS CLASSIC.
- EXCEPTION: If you have been sharing a User ID and Password amongst several end users, you will need to be issued a unique set of credentials.



2. I am sharing a User ID and Password with others. Will my credentials still work to access the new DataTree.com?

- No, the new DataTree.com requires each user to have his/her own user ID.
- If you attempt to log into the new DataTree application with a username that is already in use, an alert will be shown (see below), notifying you that another user is logged in under the same username.
- **Please contact your account administrator to obtain a unique username.**
- NOTE. These changes are in keeping with best practices in system security and user identification management.



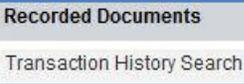
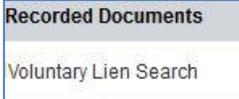
3. How can I receive training on the new DataTree.com application?

- The new DataTree.com application has been redesigned to deliver unprecedented ease of use!
- To help you get started, DataTree Academy has several training modules that are available on demand at: <http://www.datatree.com/academy>
- You can also access a Quick Start Guide at: <http://www.datatree.com/quick-reference-guide>
- As always, customer service is here to help you. Customer Service Contact Info: phone 800.708.8463 or email custsup.sna.ca@datatree.com or by chat from within the DataTree application.

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4. What is in the new DataTree.com that has changed from the DataTree Classic or DocEdge application that I am familiar with? See the Property Reports Table below:

Property Detail Report	DataTree Classic	New DataTree.com
This report provides comprehensive information on the subject property with legal description, last market sale, prior sale information, property characteristics, site details and basic tax information.		
Tax Status Report	DataTree Classic	New DataTree.com
This report provides payment status of a parcel's real estate tax obligations. It includes status, frequency, and type, due dates, APN, Situs and mailing addresses. This report does not include prior year delinquencies.		
Sales Comparables	DataTree Classic	New DataTree.com
This report provides a quick view into current market conditions that include sale prices, property characteristics as well as land use, comparing up to 50 similar properties.		
Title Chain and Lien Report	DataTree Classic	New DataTree.com
This report provides insight to the property by accessing First American's plant database to produce a title chain. This chain or property index will display transactions posted to the owner through involuntary liens. The Lien portion of the report does a broad owner's name search that displays bankruptcies, judgments and liens. Title Chain and Lien is available in select areas and comes integrated with document retrieval function and replaces the Property Ownership Report and Involuntary Lien Search from Classic DataTree.		
Foreclosure	DataTree Classic	New DataTree.com
This report provides information on properties in all stages of foreclosure. These properties may be labeled as Default, Auction or REO and can be subject to pending legal action.	Not Available	
Legal and Vesting	DataTree Classic	New DataTree.com
This report provides an abbreviated legal description, APN, current owner vesting and supporting tax information. The report is offered separately in new DataTree. Classic DataTree offered this report as part of Transaction History Search.		

Transaction History Basic	DataTree Classic	New DataTree.com
<p>This report provides a transaction history that includes ownership transfers such as quit claims, market sales, plus any mortgages including sale or refinances. Also includes links to document images associated with the financial and transfer activity. It will not include releases, assignments or foreclosure information. This report replaces Transaction History Search in DataTree Classic.</p>		
Transaction History Full	DataTree Classic	New DataTree.com
<p>This report provides transaction history details that include ownership transfers such as quit claims, market sales, plus any mortgages including sale or refinance related. Also includes releases, assignments, transfers and foreclosure transactions. It combines all reports into one output stream and groups related documents together. This report replaces Voluntary Lien Report.</p>		
Neighbors Report	DataTree Classic	New DataTree.com
<p>Report listing nearby properties and their owners based on proximity to the subject property. Includes interactive component allowing users to unselect properties based on visual inspection that may not be applicable (across busy thoroughfares or in other neighborhood tracts). This report is commonly used by real estate agents in their marketing materials.</p>	<p>Not Available</p>	

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5. What happens to my usage and billing if I use BOTH DataTree Classic and the NEW DataTree.com?

- Your usage in both DataTree Classic and DataTree NEW will be tracked separately. You will still receive a single monthly invoice with distinct sections that reflect the reports that were ordered in the Classic application and the reports ordered in the New DataTree application.

DataTree
By FIRST AMERICAN®

Remit Payment To:
First American Data Tree
PO Box 731211
Dallas, TX 75373-1211
Phone: 800-708-8463 Option 2

Account #: 2000192	Invoice #:	20001920115
Philadelphia Suburban Realty Appraisal Group 2438 Bristol Rd	Invoice Date:	1/31/2015
Bensalem, PA 19020	Billing Cycle:	January 1st - January 31st
Phone: (267) 568-2594	National Package:	\$150.00
Fax:	Current Due:	\$287.67
	Grand Total:	\$287.67

Credit card
Amount Due

DataTree Classic orders			
Reference #:			
Property:	6637 Easton Rd,Pipersville,PA,18947 ,BUCKS		
swarren12	1/8/2015	Last Transfer Document 2014.32722	
Property:	78 Industrial Dr,Doylestown,PA,18901 ,BUCKS		
swarren12	1/8/2015	Last Transfer Document 5221.1110	
Property:	600 Veterans Hwy,Bristol,PA,19007 ,BUCKS		
swarren12	1/8/2015	Last Transfer Document 2014.25079	
Property:	1485 Route 309 ,Sellersville,PA,18960 ,BUCKS		
swarren12	1/8/2015	Last Transfer Document 2014.68922	
Property:	2076 Ridge Ave,Philadelphia,PA,19121 ,PHILADELPHIA		
swarren12	1/11/2015	Assessor Map	
Property:	2103-2107 Ridge Ave,Philadelphia,PA,19121 ,PHILADELPHIA		
swarren12	1/11/2015	Last Transfer Document 2010.52253856	
Property:	2109 Ridge Ave,Philadelphia,PA,19121 ,PHILADELPHIA		

New DataTree orders			
Reference #:			
Property:	,,PA,,Bucks		
swarren12	1/15/2015	Specific Document 1041.1250	\$6.69
Property:	,,PA,,Chester		
swarren12	1/21/2015	Specific Document 8459.785	\$6.69
Property:	,,PA,,Philadelphia		
swarren12	1/22/2015	Specific Document 2008.51942354	\$6.69
Subtotal			\$20.07

Summary	
Assessor Map:	\$26.76
Last Transfer Document:	\$240.84
Specific Document:	\$20.07
InvoiceTotal:	\$287.67

6. Can I use PayPal instead of a credit card? Will there be other options available for payment?

- Data Tree accepts credit cards for payment, but we do not accept PayPal.

7. What about my recent activity (reports I ordered recently)?

- In DataTree Classic, reports will be stored for 24 hours.
- In the NEW DataTree, reports will be stored for 48 hours.

8. How do I become an Admin for my account? The previous Admin no longer works for us.

- Either your account manager or customer service can assist with setting a client up with admin capabilities.
- Customer Service Contact Info: phone 800.708.8463 or email custsup.sna.ca@datatree.com

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9. Will I incur a service charge for anything before I hit the “Order” button to order reports or documents?

- DataTree does not charge for its integrated search features. You must select the Order button to incur a per report charge.

10. What are the key new features and capabilities in the new DataTree application?

- In addition to accessing a full set of property information, analytic, valuation, and document products, the new DataTree.com includes innovative new features!
- **Verified Records:** First American Data Tree is the first and only provider who can offer customers the confidence and security of Verified Records. As one of the largest originating source providers of public record information in the industry, we understand that data integrity is the #1 area of importance to our customers. We don't stop with our data! We have developed a unique method of utilizing multiple, independent sources of public record information in an effort to offer customers the security of Verification. See #6 for more information.
- **FlexSearch:** Using leading data extraction and search technologies, Data Tree has unlocked the value of billions of our recorded documents by transforming these document images into searchable data components. This all-new database coupled with an advanced search technology – FlexSearch - delivers the most exclusive, searchable property and ownership database in the market. Find any name, party, phrase or property on any recorded document including home owner association names, attorneys, or any loan actor in just seconds.
- **Direct Access to Title Plants:** No other property and ownership information solution provides direct access to the actual plant information. The new Title Chain and Lien report provides direct access to the same title chain report previously only available to title companies.
- **Nationwide Search:** DataTree leverages a new robust search engine that is designed to execute a nationwide search with a set of key attributes such as owner name and a partial address. No need to set search parameters on a state or county level. DataTree instantly and automatically locates all owners, properties and transactions across county and state lines.
- **Integrated Search:** DataTree sets a new usability standard for online property research tools! The integrated search capability merges Map, Address, Owner, APN and Advanced Search features into one easy to use interface. No other provider offers a similar integrated user experience.
- **DataTree Performance:** DataTree has been redesigned from the ground up to be more powerful, easier to use and lightning fast! DataTree delivers a flexible and powerful new search engine that returns results as quickly as you can type, and property reports are made available with a simple click!

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DATA RELATED**11. What is a “verified record” and when will this feature be available in the DataTree application?**

- **Effective May 1st**, Verified Records will be available in the reports within DataTree.com.
- A record is identified as “Verified” when a match between two or more independent data sources is found on key fields found within conveyances and mortgages.
- A verification flag will be displayed on the verified transaction record displayed within various property information reports.

12. Is there an option for reporting data or document discrepancies?

- The best way to report any issues that you may have with a specific report or document is to contact customer service.
- Customer Service Contact Info: phone 800.708.8463 or email custsup.sna.ca@datatree.com

13. How do I find a Geographic Map of all the regions where DataTree.com provides coverage?

- Click [here](#) to view the Geographic Coverage web page on the DataTree Support site. As we add additional coverage, our coverage map will be updated.

14. How far back do the property data and documents images go within each regions? (Start Dates)

- Click [here](#) to view the Geographic Coverage web page on the DataTree Support site where you can access the latest coverage and start dates for both property data and documents. As we add additional coverage, our coverage map will be updated.

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REPORT SPECIFIC QUESTIONS**15. Does the Tax Status Report return prior year delinquencies?**

- No. The Tax Status Report does not show Property Tax Delinquencies.
- The Tax Status report provides details on payment status of a parcel's current-year real estate tax obligations. Tax info includes status, frequency, type and due dates. APN, legal description, Situs and mailing address are also included.
- Updates to this information will vary by county.

16. Why are there only select counties available for Title Chain and Lien Report?

- The Title Chain and Lien Report accesses the First American Title plants. The select counties are those where First American has a Title Plant located.

17. Will Document Search work for Book and Page formats? Or cases where there are two different Instrument numbers?

- Yes, where applicable. The Document search input is dependent upon the county you are searching. Some counties provide Book and Page formats, others Instrument Numbers.
- DataTree will prompt you for the right format for the subject property's county.

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TECHNICAL QUESTIONS**18. What browser do I need to access DataTree.com?**

- IE 9 and higher is recommended.
- DataTree also supports Chrome and Firefox.

19. I am trying to view the support pages in DataTree, but I can't get them to work. Why is that?

- You must make sure that your pop-up blocker is turned off in your browser.
- For Internet Explorer, go to Tools->Privacy and look for the Pop Up blocker option. It should be unchecked.

20. I have used the Export feature to view a list of properties, but the list doesn't come up in Excel for viewing. Why is that?

- You must make sure that your pop-up blocker is turned off in your browser.
- For Internet Explorer, go to Tools->Privacy and look for the Pop Up blocker option. It should be unchecked.
- If you cannot turn the pop-up blocker off, go to the 'Downloads' folder on your system. You will find all the DataTree exported files or lists in this location.

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