

Cheat Sheet for Tiers: This is not a list of all items that are needed for vetting. This is merely a cheat sheet to set basic expectations. For a full explanation of tiers and for items required for vetting please refer to the Vendor Management Policy.

Tier 1 **Critical**- Service providers that will have access to secure information of our customers or employees or both. The vendor would pose a severe hardship to the continued functioning of the company if the vendor was unable to operate. This vendor is vetted by our contracted third party. **Vetting turn time 2-4 Weeks.**

Examples of Vendors for this tier:

- Encompass
- Velocify
- Paycor

Items required for vetting but are not limited to:

- All items from tiers 2,3,4 & 5
- YTD financials
- Information Security Policy
- Contract
- Disaster contingency plan
- Quality control Policies

Tier 2 **High**- Service providers that will have access to secure information of our customers or employees or both. The vendor would not pose a severe or long term hardship to the continued functioning of the company if the vendor was unable to operate. Service providers that have contracts that are 2 years or longer will automatically fall under this tier **Vetting turn time 1-2 weeks.**

Examples of Vendors for this tier:

- Jungo (CRM)
- Consulting Companies (with access to secure company information)
- Bank VOD (verification companies)

Items required for vetting, but are not limited to:

- All items for tiers 3,4 & 5
- Information Security Policy
- Contract
- Disaster Contingency Plan
- Secretary of State Search
- Business license (if required by state)

Tier 3 **Medium** - Service providers that may have access to or affect essential systems or data of the company. The vendor would not impair or disrupt the daily operations of the company if the vendor was unable to operate. These service providers will not have access to private information of consumers or employees. These providers **may require NMLS licensing**. Contracts that are a year or longer will automatically fall into this tier. **Vetting turn time 1-2 Weeks**

Examples of Vendors for this tier:

- Zillow, Boomtown
- Bold Leads
- Best Rate Referrals

Items required for vetting, but are not limited to:

- All items for tiers 4&5
- E&O insurance
- Contract or terms and conditions

Tier 4 **Low**- Service providers that do not have access to company systems, facilities, or data: are not essential or necessary for continued business operations; are readily replaceable. These companies are providing us information with nothing in return and **do not require NMLS licensing** or security matters. **Vetting turn time 1 week**

Examples of Vendors for this tier:

- Cleaning companies
- Lead companies (only posting data to the CRM through HPML or Dropbox outside our systems)
- Faxing services (only collecting page counts and not storing copies of the faxes)
- Advertising (must be approved by Marketing first). Items we typically request:

Items required for vetting but are not limited to:

- Signed W9
- Contract or Terms and Conditions
- Geographic areas of service
- We will also perform a BBB and Secretary of State search

Tier 5 **No VETTING REQUIRED** - These companies do not affect day to day operations in any manner, leave zero room for exposure, and are not contractually obligated in any manner.

Examples of Vendors for this tier:

- Monthly informational subscriptions
- Promotional products (with approval from marketing)

Items required for vetting but are not limited to:

- Signed W9

**** Important note, vendors that do not respond to multiple vendor management requests will be suspended after 10 days. The requestor will be notified through the SharePoint ticketing system. The requestor must get involved for the vetting to continue.**