



Optigo Happy

Lender Virtual Inspections Overview

Scheduling your Virtual Inspection

Lenders will continue to use the Virtual Order form to schedule virtual inspections

On the order form, a checkbox will be defaulted to “yes” for the Lender inspector. Deselect the box if your inspector **completing the form** will be on-site and Freddie Mac is participating virtually to ensure you aren’t charged for that on-site inspection



What is an Optigo HappySM Lender Virtual Inspection?

A lender virtual inspection is when the lender is using the Optigo Happy technology and participating in the inspection remotely. For example, if at least one lender participant is not on-site and is filling out the inspection form remotely, that is a lender virtual inspection, and the fee will apply.

Lender Virtual Inspection

\$300 per virtual inspection

- Property manager is the Camera Operator
- Or*
- A lender representative is on-site as the Camera Operator but is **not** completing the inspection form
- Third parties can still join virtually, free of charge
- COVID-19 guidance is unchanged regarding when a virtual inspection is complete or incomplete ([Conventional/TAH](#), [SBL](#))

Payment

You will receive an invoice from HappyCo on the 1st of the month for all lender virtual inspections in the prior month

Lender On-Site Inspection

No per-inspection fee

- Lender is on-site to complete their inspection form
- Freddie Mac Underwriter is virtually attending the inspection (lender or property manager is Camera Operator)
- Third parties can still join virtually, free of charge

Why Do a Virtual Inspection?

Save Money

Save money that would otherwise be spent on hotels and travel.

Save Time

Employees save time that would otherwise be spent traveling to the property or filling out the inspection form back at their desk.

Lender Virtual Inspection Process

1

Deal is accepted by Freddie Mac

2

Lender coordinates and reviews [pre-virtual inspection checklist](#) with property manager and borrower

3

Lender and Freddie Mac coordinate inspection date

4

Lender orders a virtual inspection in Optigo Happy

5

Camera Operator goes on-site. Lender and Freddie Mac join and complete the inspection virtually.