

Safeguard Properties Call Guide

Fire/Police/Emergency: 911

216.739.2900 – or – 800.852.8306

Accounting x2180

- Check Details
- Missing/Returned Checks
- Payment Of Invoices That Have Been Billed / Costed
- Inquire If Accounting Have Received Invoices To Be Paid
- YTD Payment Histories / Letters
- Prepayments And Advances – Once Operations Requested; If They Have Gone Out, Amount, And Tracking Number
- 1099s
- Tax Exempt Certificates
- Direct Deposit
- Overnight Requests
- Verify The Address Is Correct In Accounting
- Stop Payments And Reissues
- Placing Funds On Hold Or Releasing Holds
- Liens Or Levies
- Pull Weekly Checks

Evictions x2159

- Call In Eviction Partial Results (partial Update Created And Sent To Client)
- Procedural/Order Clarification On Eviction And P&P CFK Orders With Funds Exchanged
- Assistance With/ advisement Of Special Circumstance
- Obtain Direction From Client On Personals When Sheriff Does Not Determine
- Report Upcoming Storage Unit Lease Expiration And Receive Direction/approval
- Report Date/time Of Set Date Evictions Or CFK Exchanges
- POCs For Additional Funds For ECTG And EALCRT Orders
- Evictions ONLY: Client Parameter Guidance, Broker Information, Lock Box Codes, Missing Order Information

Help Desk / IT x3999

- Vendor Web Issues
- Orders Not Showing Up On Vendor Web
- Vendor Web Login Issues
- Photo Direct Issues

REO Vendor Account Managers REO Escalations Specialist New Vendor Credentialing X2223

- Coverage Area Issues
- Work Volume / Cap Issues
- Performance And Scorecard Questions

Vendor Contact Center REO x2292 | P&P x2197

- Order Clarification
- Client Parameter Guidance
- Broker Information
- Lock Box Codes
- POCs For Additional Funds
- CYDs In Excess Of 40
- Missing Order Information
- Text Not In Order
- Occupancy Guidance
- Trouble Locating A Property
- Pricing Information

No Incoming Calls- No Phone

Vendor Disputes

- All Cut Invoice Disputes
- All Charge Back Disputes

DO NOT CALL

Vendor must dispute via Vendor Web

Vendor Management

- Changes To Company Name, Address Or Tax ID
- Vendor Contact Information Change
- Recruiting Questions

DO NOT CALL

Email any changes or questions to
vendor.coordinator@safeguardproperties.com

P&P Bid Approval Disputes

- Bid Disputes Sent Via Email
- Submitted within 24 hours

DO NOT CALL

Email any disputes to
Bid.disputes@safeguardproperties.com

MISC No Work Done Disputes

- Misc No Work Done Disputes Sent Via Email
- Submitted per Policy on Vendor Web

DO NOT CALL

Email any disputes to
MISCNB@safeguardproperties.com

P&P Escalation Specialist x2455

- Order Re-assignment
- See Also Vendor Contact Center For Assistance

REO Grass Vendor Regional See REO Grass Region Maps x2121

- Coverage Area Issues
- Work Volume / Cap Issues
- Performance And Scorecard Questions
- Order Re-assignment

P&P Grass Vendor Regional See P&P Grass Region Maps x3200

- Coverage Area Issues
- Work Volume / Cap Issues
- Performance And Scorecard Questions
- Order Re-assignment

SACC 1.888.406.8940

- Obtain Authorization Codes for Initial Secure work orders for BOA properties prior to completing work
- Obtain an Authorization Code when there are instructions to call in the work order

BOA Customer Service 800.669.6650

- Bills
- Statements

BOA Shortsale 800.880.1232

Contractor Resource Websites

www.spivendor.com

- P&P • REO • INSP • REO • Mobile • Resources • www.safeguardproperties.com/VendorTraining.html
- Winterization Forms • SACC Checklist • Property Condition Report • Regional Maps • Vendor Memos •