

RELEASE NOTES – 2024.09.05

Settlement Services:

- **Contact Support Email**

- FirstClose customer support can now be reached at [support@firstclose.com](mailto:support@firstclose.com)
- References to [lenderdesk@firstclose.com](mailto:lenderdesk@firstclose.com) in FirstClose One have been replaced with [support@firstclose.com](mailto:support@firstclose.com)

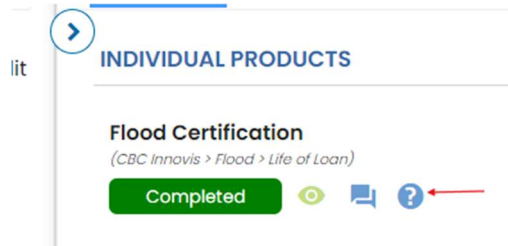
For support please call: 877-677-3282 | Email: [support@firstclose.com](mailto:support@firstclose.com) |

- **Contact FirstClose Support Buttons**

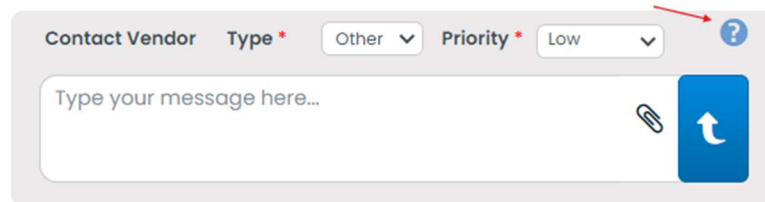
*\*Limited Release – must be enabled via feature toggle*

- New buttons have been added to FirstClose One to contact FirstClose customer support.

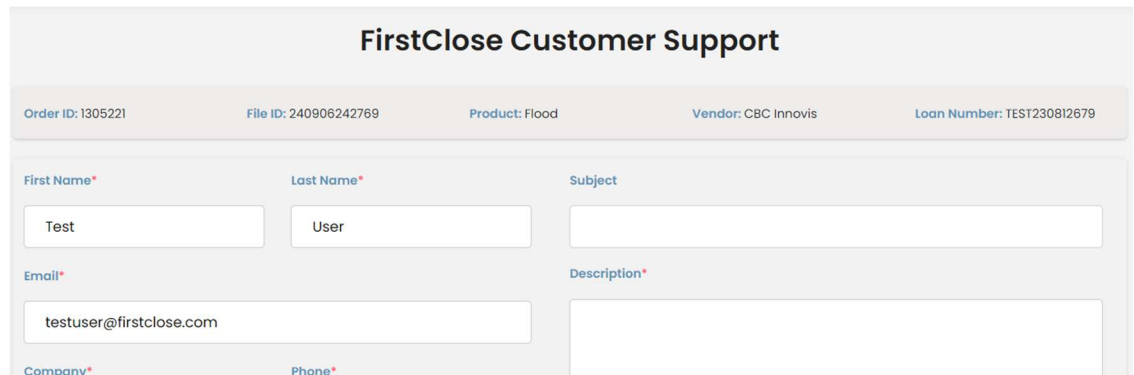
- **File View > Individual Products**



- **Order Notes**



- When clicked, a contact form is opened in a new tab. The form is pre-filled with information from the loan and order. When the form is submitted, a case is created with the FirstClose customer support team to review and resolve.



- **Removed Recipient Selection from Order Notes**

*\*Limited Release – must be enabled via feature toggle*

- The recipient selection has been removed from the order notes interface. Order notes will always be sent to the vendor.

### Incident & Bug Fixes:

- **HESIQ-681 Data Delivery Validation – Property Insight Full Legal & Vesting:**
  - Full L&V orders placed with Property Insight cannot be completed without each of the following data points:
    - Vested Owner
    - Short Legal Description
    - Full Legal Description
- **HESIQ-855 Subject Property Photo Missing**
  - Fixed a bug that caused failures when subject property photos were added to new files.
- **HESIQ-753 MeridianLink Data Mapping – Flood NFIP Map Panel Number**
  - This fix applies to Flood Certificates ordered from Data Verify Flood (formerly CBC Innovis). The NFIP Map Panel Number is no longer abbreviated when mapped to MeridianLink.
- **HESIQ-799 County Name Validation Bug – Ascendant Property Report**
  - Fixed a bug that caused some Property Report orders to fail due to county name validation.