Instant Account Verification
Best Practices

With all new technology, it is important for everyone to understand how the process works. Additionally, given the choice, people do not like change and may choose less convenient methods rather than trying something new. The benefits of Instant Account Verification are so great to the lending process borrowers should be walked through the process with ease and confidence. This system should be presented as the only method of providing information only using old fashioned methods such as faxing or three way calls as a last resort.

How to walk the customer through the process:

You can either walk them through DecisionLogic on a computer or Smartphone. Either way you bring them to a "verification page" where they enter their login information. The advantage to walking them through the site is that you are able to get their information without losing contact.

> **"Hi *John*, thank you for applying for a loan with {Company}, I'd be happy to assist you with the loan application process. In order to process your application we simply need to verify your income and bank account information electronically."**

Request their email address or cell phone number if you do not already have it. Once you have their contact information you may proceed.

> **"I am going to send you an email/text message which has a link that allows you to go through this process. Please let me know when you have received the link"**

Wait for the customer to receive the link.

> **"Great, please click on that link. You are now being directed to our bank verification page. Your bank's logo should be displayed on the page as well as the fields to verify your banking information. Please enter the same username and password that you enter when using online banking then click NEXT**

A great talking point while the customer is waiting for the success message is:

> **"Remember, this operates at bank level security. No one but you and the bank will know this information. Depending on the bank, it should take anywhere from 20 – 60 seconds to complete."**

Wait for success message then proceed. Once verified:

> **"Thank you for your time, we are finished verifying your account."**

Follow Up:

It is important to follow up with the customers to ensure that they understand the process. Historically, lenders whose representatives follow up most consistently have the highest rate of verified requests. The following pages will help you in the follow-up process.

DECISIONLOGIC

Instant Account Verification
Customer FAQs

For your convenience, we have compiled a list of the most frequently asked customer objections and suggested loan agent responses.

I've never heard of this before?	DecisionLogic is a new service that allows us to instantly verify your identity and view an electronic and secure copy of your bank statement allowing us to make a fast and accurate decision on your loan. It replaces outdated methods such as faxing your bank statement or making time consuming calls to your bank. It provides you speed, privacy, security and convenience.
I don't like giving my personal information online, how do I know if this safe?	I understand your concern. This system was designed specifically to enhance your privacy and security. It operates using 256-bit encryption. Username and passwords are never displayed, view or stored. This is the safest, fastest, and most convenient way for you to submit your information for loan approval.
What will you do with my information?	Your user id and password are securely transferred to your financial institution in order to verify your identity as well as retrieve a 90 day "read- only" copy of your bank statement. The information is viewed by us in order to make a fast and accurate decision on your loan.
Are you going to be logging into my bank?	Absolutely not. We never see your user id and password nor do we ever have the option to "login" to your account. This system allows you to securely and privately submit an online read only copy of your bank statement. This information is necessary in order to approve your loan request and is the most secure technology on the market today.
I'd rather scan / fax in my information.	DecisionLogic provides tremendous advantages over traditional methods of supplying this information. Not only does it deliver enhanced privacy, security, convenience and speed but because of its accuracy and completeness you may qualify for a loan you may not normally qualify.
How do I know this is not a scam for my personal information?	This system was designed specially to enhance your privacy and security. It operates at a 256-bit encryption level. Additionally, the website is monitored and verified by Verisign, the highest level of online site security.
Will you see my password information?	Never. Your ID and password are never displayed or viewed. Your credentials are transferred to your financial institution at high security. If your credentials are correct, we will then receive a "read-only" copy of your bank statement allowing us to make a fast and accurate decision on your loan.
Why do I have to do this?	We use this system because it's the safest & most convenient way for our customers to verify their banking information. This information is a necessary step in approving your loan request. It provides many benefits over old fashioned methods such as security, privacy, convenience, and speed.