

# Borrower Frequently Asked Questions

## 1. What Is AccountChek®?

AccountChek® is an impartial, third-party service used by lenders to automatically retrieve financial asset data as part of your application for a loan, line of credit or other financial service. Because AccountChek® collects data directly from your financial institution using state of the art encryption and security measures, you can be sure that your data is accurate and secure.

## 2. How secure is the AccountChek® service?

Security and accuracy are our top priorities. AccountChek® security procedures meet the high standards of security used by banks and other ultra-secure institutions, and our security systems undergo rigorous audits and certifications from the nation's largest investors and lenders. Submitting your information through AccountChek® is more secure than email, faxing or mailing copies of your bank statements.

## 3. Who can see my login credentials?

No one! Most of your account data, including your login credentials, is never accessible or visible to anyone - not even your lender. Protecting your privacy and the security of your accounts is our top priority.

## 4. Why does my lender need my bank statements in the first place?

To process your application and assess your ability to afford the payments required by your loan, your lender needs to verify what asset accounts you own and confirm their account balances. In addition, laws, regulations and underwriting guidelines require lenders to evaluate things like monthly cash flow, size and frequency of deposits and whether you have bounced any checks.

AccountChek® quickly, automatically and accurately analyzes your account data and securely transmits the results in a digital report to the lender. This lets lenders make better and faster decisions, which can make credit cheaper and more available for consumers.

## 5. What exactly does my lender see?

Your lender sees a PDF report that contains up to 24 months of account balances and transaction history for the accounts you choose to enroll along with a summary prepared by AccountChek®.

## 6. How many accounts do I have to share with my lender?

That's up to you and your lender. At a minimum, your lender will ask you to share data from your primary checking account. If that account does not have enough funds or recent activity to qualify for the loan or other credit you requested, your lender may ask you to enroll additional accounts.

## 7. What if I don't see my bank listed once I log into AccountChek®?

If you cannot find your institution in the search menu, it may not be supported by AccountChek®. We recommend the following actions:

1. If your institution is a credit union, try replacing "credit union" or "federal credit union" with "CU" or "FCU", respectively.
2. If you still cannot locate the institution, reach out to your lender for assistance. If they find your FI is not supported, they may request traditional bank statements for these accounts.

## 8. What if I select the wrong bank of the list provided?

If you selected the wrong bank from the list of possible matches and tried to enter your credentials anyway, you will see an error message. To re-select or re-enter the correct bank, press the "Add New" button and repeat the selection process described in question 7.

## 9. Why aren't my banking credentials working?

There are a few possibilities. First, you may not have selected the correct bank or bank accounts. Use the "Add New Bank" options (see question 7) and make sure you enroll the right bank and banking product. Second, it's possible that you made a mistake while entering your credentials or that you are not using the right ones. Try to enter your account through your bank's website. If you can log in on the bank's website but not through our online verification system, then this account product may not be supported by AccountChek®. You can enroll a different bank or contact your lender for further instructions.

## 10. What If I don't have online banking?

Most banks offer an easy online banking enrollment process that only takes a few minutes to complete, so you may be able to visit your bank's website and enroll in its online banking service. Once you're enrolled, return to the AccountChek® system and continue where you left off.

## 11. What do I do if I was logged out before completing my bank enrollments?

If you were logged out or if your browser crashed before you finished, you can re-enter the AccountChek® system using the link in the original email you received from your lender. If that doesn't work, contact your lender to request a new link.