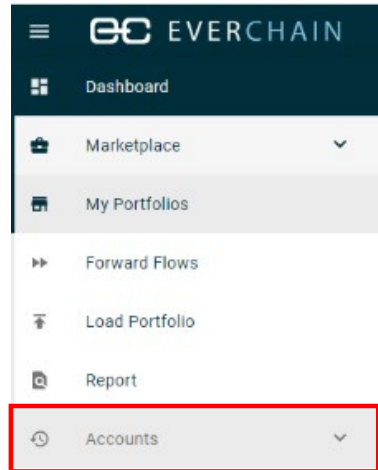


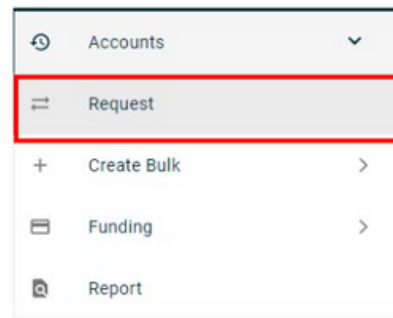
Type: **BuyBack**

Request Description: Account has been designated as Deceased prior to sale date

1. Logged into the EverChain platform, see the left side panel of icons and select **"Accounts"**



2. Select **"Request"** then choose **"Create a new request"**



Create a new request

3. Select seller from **"Seller"** dropdown menu and in the **"Request Type"** drop-down menu, select **"Deceased"**

The screenshot shows the 'Create Post-Sale Request(s)' form. At the top, there is a back arrow and the title. Below the title, there are several input fields: Buyer (set to 'Buyer One'), Seller (highlighted with a red box), PID, Last 4 SSN, and Account IDs. Below these fields, there is a section with 'Total of accounts selected: 0', a 'Bulk Selection Options' button, a 'Request Type' dropdown (highlighted with a red box), a 'Create' button, and two buttons for downloading and uploading bulk request files. At the bottom, there is a table header with columns: Select, Lender, Loan ID, Last Name, and First Name.

This is a close-up of the 'Request Type' dropdown menu. The dropdown is open, and 'Deceased' is selected and highlighted. A 'Create' button is visible to the right of the dropdown.

4. Select desired account from the list of accounts by checking the **"Select"** box then select **"Create"**

The screenshot shows the table of accounts. The first row is highlighted, and the 'Select' checkbox for the first account is checked (highlighted with a red box). The table has columns: Select, Lender, Loan ID, Last Name, First Name, Use Compliance Hold, and ECAD. Below the table, there is a 'Create' button highlighted with a red box.

Select	Lender	Loan ID	Last Name	First Name	Use Compliance Hold	ECAD
☒	Bank of EverChain	10448915708	Deleuz	Edith	No	7089742F-54D5-43D3-9011-6846C8D48E3F

5. Input date of death **Note:** red fields are required fields:

Type (Dismissal/Discharge)

Lender	Loan ID	Last Name	First Name	Date Of Death
Bank of EverChain	10948915708	Delacruz	Edith	

6. Check "Select" box then "Submit" and your "**Deceased**" request has been created. The "**Requests Created**" confirmation below will appear.

Submit

Lender	Loan ID	Last Name	First Name	Date Of Death
Bank of EverChain	10948915708	Delacruz	Edith	07/23/2020

Requests created

The request changes to "Pending Seller Response" status and is sent to Seller, who either **Accepts** or **Rejects** the request. If accepted, the status changes to "Pending Seller Funding" for the Seller to buy-back the account and put under **Funding** tab. Once the Seller sends funds and confirms on the platform, the request status changes to "Pending Buyer Funding Confirmation" and it's placed under the **Pending Funding** card. When your Accounting department receives the funds, click "Confirm Seller Funding". The request is changed to "Closed" status and is placed in the **Paid** card under the **Funding** tab. The process is now complete.

EVERCHAIN

Post-Gate Funding Requests

3 Urgent 6 Pending Funding 8 Paid 1 Withdraw

1 Requests

ID	Buyer	Lender	Type	Status	Request Method
191242	Lender One	Bank of EverChain	Deceased	Pending	10/12/20

Buyer One Logout

Confirm Seller Funding Generate Report

9 Paid

Status Closed

If Rejected (which typically only happens if data is incorrect, like date of death), the request's status will say "Rejected" and placed under **Urgent** card. Click on request and select "**Withdraw**". Enter the reason and click "Withdraw" then **Submit new request with correct information**.

Withdraw

4 Urgent 229 Buy-Back 16 Information Requests 2 My Request

1 Requests Quick Filter: All

ID	Buyer	Lender	Type	Status
191242	Lender One	Bank of EverChain	Deceased	Rejected

Withdraw reason

Please, provide a reason for withdrawn:

Incorrect date of death

Withdraw Cancel