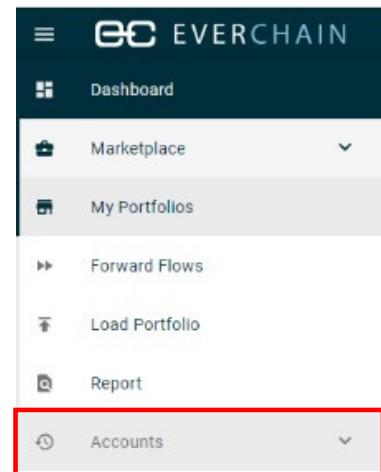


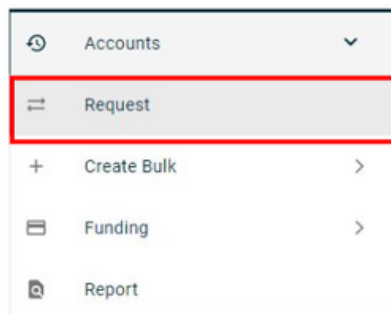
Type: **Information**

Request Description: Any field of consumer is incorrect, and needs updated

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"**



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

←

Create Post-Sale Request(s)

Buyer

Buyer One

Seller

PID

Last 4 SSN

Account IDs

Total of accounts selected: 0

Bulk Selection Options

Request Type

Create

Download Template File

Upload Bulk Request File

Select	Lender	Loan ID	Last Name	First Name

Request Type

Inaccurate Data

Create

Loan ID

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

The screenshot shows the 'Inaccurate Data' section of a web application. At the top, there's a header with 'Total of accounts selected: 1', 'Bulk Selection Options', and a 'Request Type' dropdown set to 'Inaccurate Data'. Below this are buttons for 'Create', 'Download Template File', and 'Upload Bulk Request File'. A table lists account information with columns: Select, Lender, Loan ID, Last Name, First Name, Has Compliance Hold, and ECAID. The first row shows 'Bank of EverChain' with Loan ID '949494048564', Last Name 'Lynn', and First Name 'Nathan'. The 'Select' checkbox for this row is checked. Below the table, there is a 'Create' button.

5. Detail the data that's inaccurate in the “**Inaccurate Data Info**” field.

Note: red fields are required fields:

This screenshot shows the 'Inaccurate Data Info' field, which is highlighted with a red border to indicate it is a required field. Above the field is a label 'Inaccurate Data Info'. Below the field is a table with columns: Select, Lender, Loan ID, Last Name, First Name, and Inaccurate Data Info. The first row shows 'Bank of EverChain' with Loan ID '949494048564', Last Name 'Lynn', and First Name 'Nathan'. The 'Select' checkbox for this row is unchecked. To the right of the table is a 'Submit' button.

6. Check “Select” box then “Submit” and your “**Inaccurate Data**” request has been created. The “**Requests Created**” confirmation below will appear.

This screenshot shows the 'Requests Created' confirmation message. It features a blue box with the text 'Requests created' and a close button (X). Above the box is a table with columns: Select, Lender, Loan ID, Last Name, First Name, and Inaccurate Data Info. The first row shows 'Bank of EverChain' with Loan ID '949494048564', Last Name 'Lynn', and First Name 'Nathan'. The 'Select' checkbox for this row is unchecked. To the right of the table is a 'Submit' button.

The request is now sent over to the Seller and put in “**Pending Seller Response**” status to provide the accurate data back to you.

Once the request has been sent back with accurate info, the request will come back with a “**Pending Buyer Review**” status and be placed in the **Information Requests** card.

If the information received is correct, accept the request, which closes it out, completes the cycle and places the request in the **Completed** card.

If the information is still inaccurate, you can reject the request, which sends it back to the Seller to re-submit accurate information.