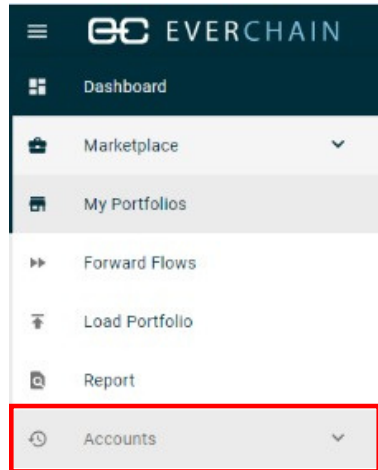


Type: **Information Request**

Use these to ask questions, or request documentation or media from the selling partner.

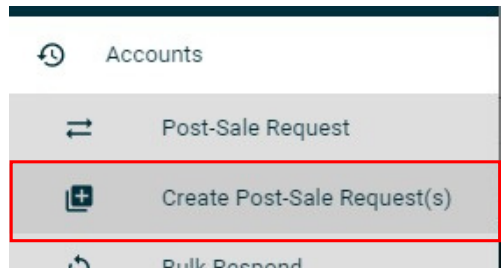
1. Logged into the EverChain platform, see the left side panel of icons and select  **"Accounts"**



Examples

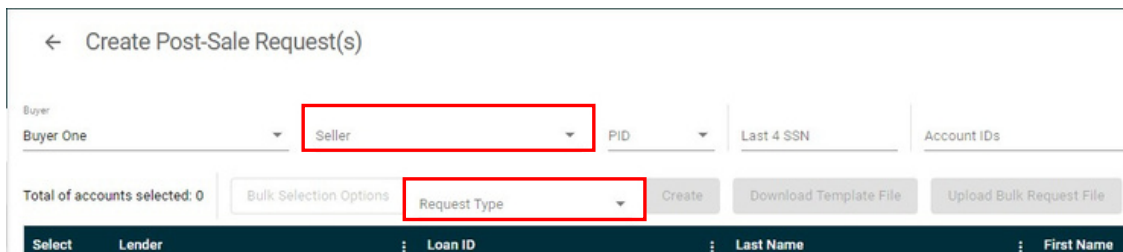
- **Communication:** Questions or communications based between Buyers and Sellers about a specific account
- **Documentation:** Media Requests (Loan Agreements, Transaction Histories, etc.)
- **Title or Lien Release:** Request to release a consumer's Title or Lien

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 **"Info"**




Loan ID

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

Total of accounts selected: 1

Bulk Selection Options

Request Type: Info

Create Download Template File Upload Bulk Request File

Select	Lender	Loan ID	Last Name	First Name	Has Compliance Hold	ECAID
☒	Bank of EverChain	885448328228	Moses	Katrina	No	A4E03E7D-D099-49DD-ADCA-8404E8440A94

Create

5. In the **“Info Requested”** field, input the information being requested; In the **“Info Type”** field, select the communication type (i.e. communication, documentation, title/lien release). Note: red fields are required:

Total of accounts selected: 0

Bulk Selection Options

Info Requested

Info Type

Apply to selected requests Submit

Select	Lender	Loan ID	Last Name	First Name	Info Requested	Info Type
☐	Bank of EverChain	885448328228	Moses	Katrina	input specific info being requested	Communication

1 25 items per page

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

Total of accounts selected: 1

Bulk Selection Options

Info Requested

Info Type

Apply to selected requests Submit

Select	Lender	Loan ID	Last Name	First Name	Info Requested	Info Type
☒	Bank of EverChain	885448328228	Moses	Katrina	input specific info being requested	Communication

1 25 items per page

Requests created

The request is now sent over to the seller and put in **“Pending Seller Response”** status. The seller can now attach/upload info or docs and submit the requested data back. This action changes status to **“Pending Buyer Review”** and places request in your **Information Requests** card to be reviewed. Click on request to either *Accept* or *Reject*. If accepted, the status of the request changes to **Closed** and the process has been completed.

Account Manager

3 Urgent

229 Buy-Back

17 Information Requests

2 My Requests

0 Closed Accounts

17 Completed

17 Requests Quick Filter: All

Create a new request Export to Excel

ID	Seller	Lender	Type	Status	Loan ID	Buyer	Last Updated
191243	Lender One	Bank of EverChain	Info (Documentation)	Pending Buyer Review	PP-2177	Buyer One	09/15/2023

Accept Reject

If request needs to be *Rejected* > click reject > Input rejection reason and select reject again to send back to seller with status of **“Pending Seller Response”** > once seller sends back with acceptable documentation/communication – refer to previous step to close/resolve request.

Reject reason

Please, provide a reason for rejection: Original loan agreement required.

Reject Cancel