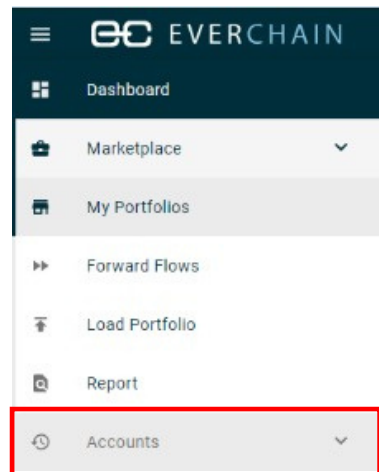


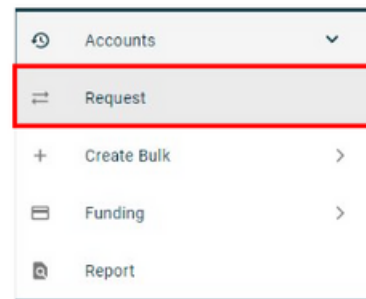
Type: **Buyback**

Request Description: Any other reasons not specified in the Post-Sale “Buy-Back” request types on the platform.

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

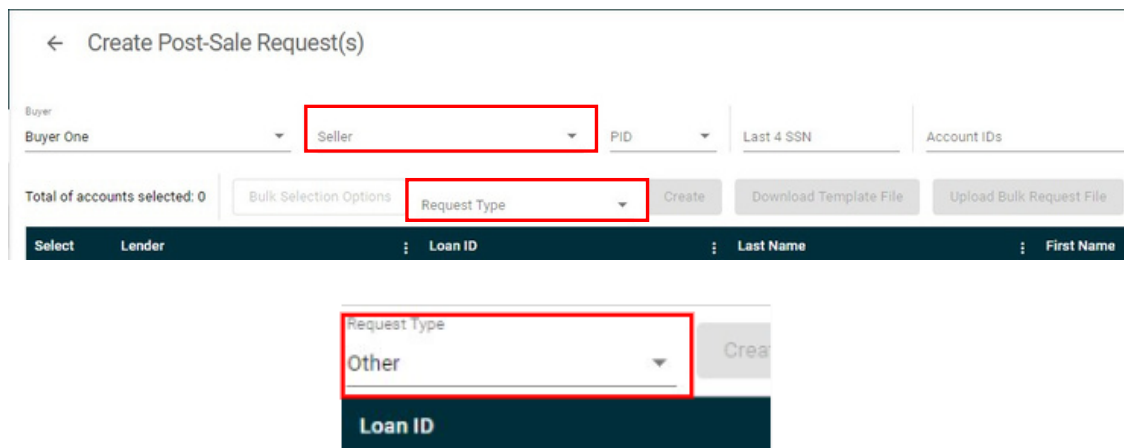


2. Select  “Request” then choose “Create a new request”



Create a new request

3. Select seller from “Seller” dropdown menu and in the “Request Type” drop-down menu, select “Other”



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



Select	Lender	Loan ID	Last Name	First Name	Has Compliance Hold	ECAD
☒	Bank of EverChain	1493663033663	Hughes	Luby	No	82456528-56A8-4E8F-AD80-3E4C577F9047

5. Input detailed explanation as to reason for request.

Note: red fields are required fields:

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

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.

If **Rejected**, the requests status will turn to "Rejected" and placed under **Urgent** card > click on request and select **"Withdraw"** > input reason and click **"Withdraw"**