

# Using Precise ID to Help Verify Identities of Borrowers

## Precise ID Notes Information and Training

Experian’s Precise ID Notes makes it easier to verify that Precise ID alerts have been acknowledged, investigated, and rectified by a Loan Officer/Processor. These Notes will allow the loan officer to annotate any updates to red flag alerts identified by the Precise ID service on discrepancies/risks in the phone number, address, driver’s license, ssn, and OFAC matches. These notes can then be verified by a compliance officer in a management report in XOL to make sure these alerts were investigated.

Use the information in this guide to help configure the Precise ID access in XOP, create Precise ID Notes from XOL, create Precise ID Notes from PDF reports, and confirm that all Precise ID alerts have been given due diligence via management reports in XOL.

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4. Right-clicking on the Experian v7.0 PreciseID access will open up options for the access to be used as Selected, Optional, or both. You will then select the desired option.
5. Enter the Precise ID access that was assigned to you by your Experian bureau rep into the Access Code field.
6. Save your changes.

### Making a note with Precise ID Notes in XOL

You will begin by logging into XOL and searching for the file you wish to make a note on. Under **View Report**, select the desired report by clicking the reference number link in blue. This will open the **Reports** tab. We will be focusing on the **Other Updates** section of options. In this section, find the **Precise ID Notes** link.

The screenshot shows the Xpert ONLINE web interface. At the top, there is a navigation bar with tabs for Welcome, New Report, Inbox, Report List, Admin, and Help... Below this is a secondary navigation bar with tabs for List, Detail, Supplements, Reports, and Billing. A search bar is located to the right of the Reports tab. The main content area displays the user's profile information: XUA4L-5331937 - RICHARD CTESTFILE - XPN+PID. Below this is a table of Reports with columns for Completed, Status, and Description. The table contains one entry: 1/30/2020 11:53:49 AM, Done, and a link to PDF Lender Report. To the right of the Reports table are two sections: Upgrade Report (No Upgrade Available) and Other Updates. The Other Updates section contains a list of links: Request a Supplement, Create a New Request, Edit Loan Information, Declination Letter, Mortgage Rating, and Precise ID Notes. The Precise ID Notes link is highlighted with a red box.

Completed	Status	Description
1/30/2020 11:53:49 AM	Done	<a href="#">PDF Lender Report</a>

- [Request a Supplement](#)
- [Create a New Request](#)
- [Edit Loan Information](#)
- [Declination Letter](#)
- [Mortgage Rating](#)
- [Precise ID Notes](#)

When you click this option, another browser tab will open containing the options for creating the Precise ID Note.

**Precise ID Notes**

**Add a note for this request**

**Reference Number:** XUA4L-5331937

**Applicant:** Richard CTestfile, Red Flags: OFAC

**Co-Applicant:** Rosemary CTestfile, Red Flags: OFAC

Note for Applicant  Note for Co-Applicant

**Attachments:**  No file chosen  
 No file chosen

Characters Remaining: 255

This tab will display the reference number, applicant names, associated red flags, attachments, note creating interface, and any existing notes for the file. Follow these directions to create a note on a file:

1. To create a note, begin by verifying the reference number and selecting the appropriate applicant that the note is concerning.
2. You will then use the **Choose File** attachment buttons to upload any files that support the note.
3. The next step is to type out your note in the message field that documents the verifications you have made concerning the alerts from Precise ID.
4. After completing the message, you will click the **Post Comment** button. You will notice that the note details will be displayed below the Precise ID Notes interface that is labeled as **Existing Notes**.

The screenshot shows a web interface for adding and viewing notes. At the top, there is a text input field with a character count: "Characters Remaining: 255". Below the input field is a blue button labeled "Post Comment". Underneath the button is a section titled "Existing Notes". This section contains two entries, each on a separate line with a light gray background. The first entry is "02/03/2020 - Applicant - ed - Test 2". The second entry is "01/30/2020 - Applicant - ed - Verified address through utilities" followed by a blue hyperlink "pdf-test2.pdf".

These details include the date the note was created, which applicant the note is on behalf of, the user who created the note, the message of the note itself, and any accompanying attachment. The Precise ID Note tab will continue to stay open in case you need to enter a different note on the same applicant or the co-applicant. Each note can be created on behalf of either the applicant or the co-applicant, but not both.

### **Making a Note with Precise ID Notes from the Credit Report**


LOS users can take advantage of the Precise ID Notes feature as well: they can access it directly from the Precise ID / Fraud Guard section of a PDF Lender Report output that's delivered to their LOS.

To access the Precise ID Notes feature via the PDF Lender Report, begin by opening the PDF Lender Report and scrolling down to the section called **Fraud Guard**. Click a blue link called **Add Comments/Notes**. Clicking this link will open the Precise ID Notes page. If you are not currently logged into XOL when clicking the link on the credit report, a screen will first prompt you to login before the Precise ID Notes page will open.

**Fraud Guard**


**OVERALL SCORE**

# 625










The score ranges from 1 to 999. The higher the score the lower the risk.

Add Comments/Notes



**Major Indicators**

Phone		Address		SSN		OFAC
Match	High Risk	Match	High Risk	Match	Deceased	
						

Once you reach the Precise ID Notes page, all the directions from the previous section would apply for making a note.

### Verifying Due Diligence: Running the Precise ID Management Report

Compliance officers have the ability to view all the Precise ID Notes in order to verify alerts have been investigated. Follow the directions below to pull the Precise ID Notes management report:

1. Log into XOL, then click on the **Admin** tab. This will open up an **Administrative Tools** section where you will then select Management Reports.

[Welcome](#)
[New Report](#)
[Inbox](#)
[Report List](#)
[Admin](#)
[Help...](#)

[Tools](#)
[Enable Site Shield](#)
[Change Password](#)
[Manage Users](#)
[Mgmt Rpts](#)
[Restore](#)
 Search: 
[Go!](#)
[Logout](#)

**Important:** Requests older than 120 days may be archived off. Archived requests are NOT included in report details or totals. Consequently, we recommend that when entering a Start Date, you use a date no older than 120 days ago, ie. 10/13/2019

### Activity and Tracking Reports

Please specify a range of dates ordered:

**Start:** 
**through**
**End:**

[Today](#)
[Yesterday](#)
[Week to Date](#)
[Last Week](#)
[Month to Date](#)
[Last Month](#)

[User Activity](#) Total counts grouped by User, drilldown to detail  
[Loan Officer Activity](#) Total counts grouped by Loan Office, drilldown to detail  
[Daily Activity - Requested](#) Total count of reports ordered with detail  
[User Activity - Logged in User](#) Total counts for logged in User, drilldown to detail  
[UDM Activity](#) Total counts for UDM activity  
[Precise ID Notes](#) All Precise ID orders and any associated notes.

- With the Management Reports tab open, we can see the **Activity and Tracking Reports** section. Specify the date range you are intending to view a report on and then click the blue link **Precise ID Notes**.
- Keep in mind that the system will search for the order date of the file and not the date a particular note was created.

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### Precise ID Notes

**Red Flag Indicators**  
 PM = Phone Match, PHR = Phone High Risk, AM = Address Match, AHR = Address High Risk  
 DL = Driver's License Match, SSN = SSN Match, SSND = SSN Deceased, OFAC = OFAC Match

Display ID	Order Date	Ordered By	Applicant	Red Flags	Note User	Comment	Attachment
XUA4L-5331937	01/30/2020	ed	App: Richard CTestfile	AM SSN OFAC	Ed ChildAdmin	Test 2	False
XUA4L-5331937	01/30/2020	ed	App: Richard CTestfile	AM SSN OFAC	Ed ChildAdmin	Verify address through phone bill	False
XUA4L-5331937	01/30/2020	ed	App: Richard CTestfile	AM SSN OFAC	Ed ChildAdmin	Verified address through utilities	True
XUA4L-5331937	01/30/2020	ed	CoApp: Rosemary CTestfile	AM SSN OFAC			

Data Extracted: 2/10/2020 9:37 AM Page 1 of 1

The management report will display the below information:

- Display ID of the file a note was made on.
- The date the file was ordered.
- The user who ordered the file.
- The applicant whom the note pertains to.

- Any Red Flags from Precise ID.
- The user who created the note.
- The comment/note made on the file.
- Confirmation of an attachment or not.