

Working with Finicity Products: VOA, VOI, Combined Products Require Applicant Interaction

The workflow process for Finicity’s products in EPN is a little different compared to most other vendors in that the loan applicant/co-applicant interacts with software systems to provide their asset and income information digitally.

This guide provides information to managers and their clients about what applicants can expect.

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Placing a New Finicity Order

Once enabled on the lender/branch account, the user will select the “VOA” vendor type from the order screen as normal. From the **Service Provider** drop down list, users will select **Finicity** and then either the **Verification of Assets, Verification of Income, or Verification of Income and Assets** from the available products. Then they’ll be prompted to enter all pertinent information. Any of these product selections will require input from the applicant/co-applicant.

The screenshot shows a form titled "VOA" with a "REMOVE" button in the top right corner. The form is divided into several sections:

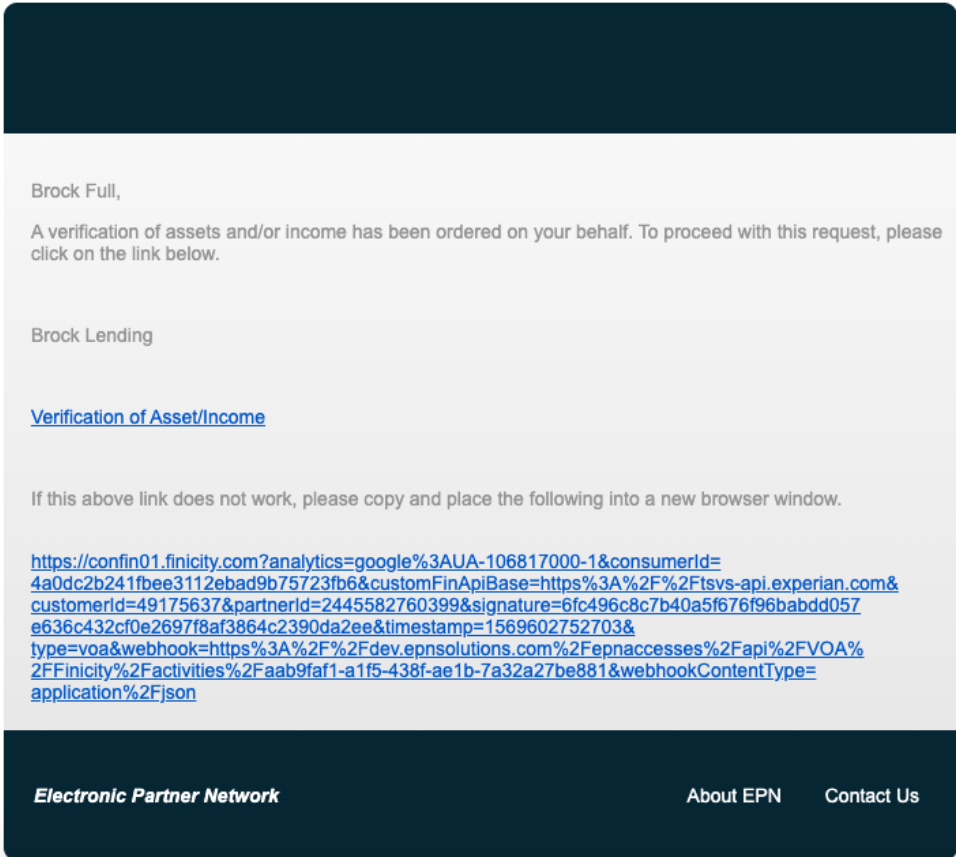
- Service Provider:** A dropdown menu with "Finicity" selected.
- Product:** A dropdown menu with "Verification of Assets" selected.
- Product for:** Two radio buttons: "Applicant" (selected) and "Co-Applicant".
- Email Notifications:** A dropdown menu with "Select User..." selected.
- Service Provider Instructions:** A large empty text area.
- *Borrower SSN:** A text input field with a red border and a placeholder "SSN xxx-xx-xxxx".
- *Borrower Date of Birth:** A date input field with a red border and a placeholder "MM/DD/YYYY".
- Co-Borrower SSN:** A text input field with a red border and a placeholder "SSN xxx-xx-xxxx".
- Co-Borrower Date of Birth:** A date input field with a red border and a placeholder "MM/DD/YYYY".

The screenshot shows the "Applicant Information" section of the form. It includes the following fields:

- Client:** A dropdown menu with "Brock Lending (brocklending1)" selected.
- Branch:** A dropdown menu with "Main (maindiv1)" selected.
- Loan Number:** A text input field with a placeholder "Loan Number".
- Applicant Information:** A section with an "IMPORT" button and several input fields:
 - First Name:** Text input field with a red border and placeholder "First Name".
 - Middle Name:** Text input field with a red border and placeholder "Middle Name".
 - Last Name:** Text input field with a red border and placeholder "Last Name".
 - Suffix:** Dropdown menu with a red border and placeholder "Suffix".
 - Home Phone:** Text input field with a red border and placeholder "(xxx) xxx-xxxx".
 - Work Phone:** Text input field with a red border and placeholder "(xxx) xxx-xxxx".
 - Other/Cell Phone:** Text input field with a red border and placeholder "(xxx) xxx-xxxx".
 - Email:** Text input field with a red border and placeholder "Email".
 - Address:** Text input field with a red border and placeholder "Address".
 - Zip:** Text input field with a red border and placeholder "Zip".
 - City:** Text input field with a red border and placeholder "City".
 - State:** Dropdown menu with a red border and placeholder "State".
 - County:** Text input field with a red border and placeholder "County".
- + ADD CO-APPLICANT:** A button with a plus sign and the text "ADD CO-APPLICANT".

Once all information has been filled out, the **Place Order** button will become enabled and they can submit the order.

When Finicity receives the order, a private labeled email will be sent to the applicant or co-applicant email address entered on the order screen.



When the applicant receives the email and clicks the link, they are taken through the Fincity verification process. This will include login information for any accounts the applicant needs for their loan file.



Account Verification

Welcome!

We've simplified the process of submitting your financial information. You'll need your login information for the accounts you want considered.

When you're ready, acknowledge the terms and conditions and click continue.



I agree to Fincity Corporation's [Terms and Conditions](#). I authorize Fincity to use my login credentials to gain recurring access and retain information from my designated accounts (including medical related transactions) for the purpose of providing information to Experian Information Solutions, Inc. and to third parties related to my potential transaction(s) and any other purpose allowed by law.

CONTINUE

CANCEL

Once the user completes the process, the Fincity system posts all data back into EPN. When Fincity sends the data back, we will create a PDF of the asset/income information.

VOA

Service Provider
Finicity

Product
VOA – Verification of Assets

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Communication


Show All Communications

FROM: Finicity Vendor

The order is complete.

TYPE: Status Set

FROM: Vendor

 Verification of Assets.PDF

TYPE: Delivery

FROM: Laura For Now System

Access Created.

Clicking on the **Verification of Assets.PDF** button will display the deliverable.

Verification of Assets Report
Finicity Reports*

Report Details
Report ID: pc96n2tnqvc7

Brock Full
11222 W. Main St.
Spokane, WA 99203

Report Type: Verification of Assets
Report Time Period: 03/27/2019 - 09/27/2019
Requester: Sharper Lending

Total Asset Summary (All Accounts)

Assets	
Total Value of Assets (Current)	\$3,709.88
Total Value of assets (2 Month average)	\$3,717.38
Total Value of assets (6 Month average)	\$3,720.53

Asset Summary by Account

Financial Institution	Account Name	Account Number	Account Type	Current Balance	Beginning Balance	Average Monthly Bal.
FinRank	Roth IRA	*** ** 4444	Investment	\$927.47	\$933.67	\$931.80

Getting the Most Current Information: Regenerating the Report

Asset and income information is always changing. Once an order has been completed, EPN maintains a live link into Finicity so that the report can be regenerated with current asset/income information at any time. *Note that there is no additional cost to regenerate reports.*

✓ VOA
Requested 09/27/2019 [REFRESH](#)

Service Provider
Finicity
Product
VOA - Verification of Assets
Product for
 Applicant
Status
Completed

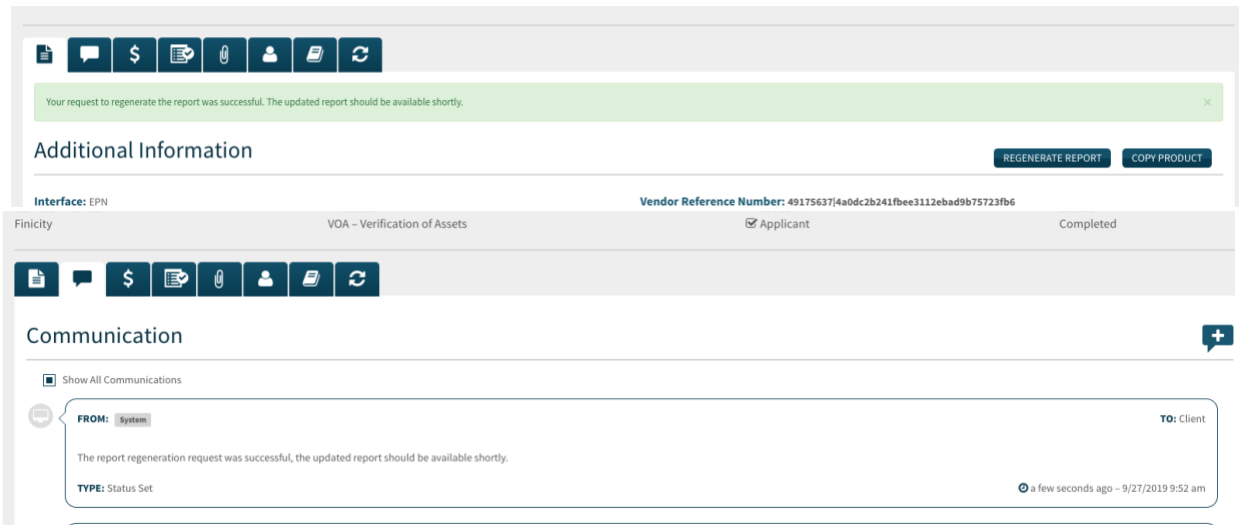
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Additional Information [REGENERATE REPORT](#) [COPY PRODUCT](#)

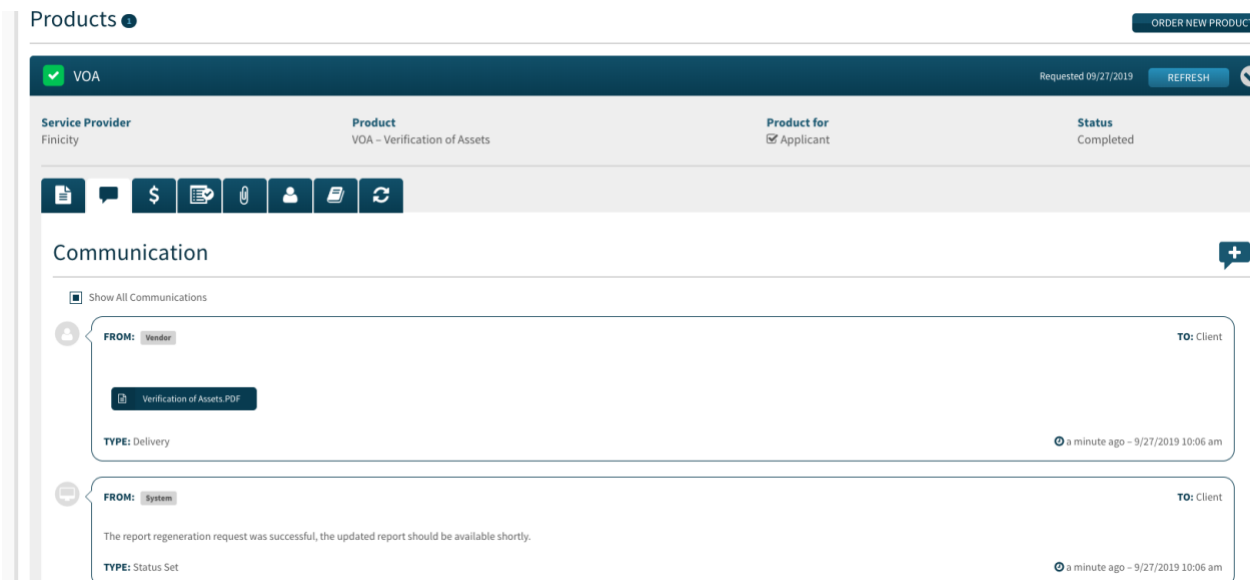
Interface: EPN **Vendor Reference Number:** 49175637j4a0dc2b241fbee3112ebad9b75723fb6

[Service Provider Instructions](#)
[Borrower SSN](#)
[Borrower Date of Birth](#)

Clicking on the **Regenerate Report** button will create a current VOA/VOI report from Finicity. The user will see the following:



Once the new report is completed on their side, Finicity will post back all activities to EPN, and will download the updated report.



Data Security and Retention: Info Stored for 55 Days

For data security and consumer protection, EPN monitors all Finicity orders that have been placed. Any Finicity orders that were ordered at least 55 days prior that have not yet been marked as deleted will be removed. EPN works with Finicity systems to delete the applicant/co-applicant information and mark it on the account in EPN that it has been deleted.