

Crowd Capital “thryv”
Borrower Portal Scope Document
07/2022

Overview:

Background

The Borrower Portal will be a feature of the application “thryv”, which serves both delinquent Borrower (homeowner) and Loan Servicers and their respective roles in the loss mitigation process for delinquent Borrowers. thryv was created to digitize the loss mitigation process and in doing so, improve the Borrower’s experience when working with loan servicers to come to a default resolution. thryv’s long-term vision is to increase Borrower’s financial literacy throughout the user journey so that Borrowers have a more positive experience with the loss mitigation process and are in a better position to pay on their defaulted loans.

Goal

This feature aims to digitize the current loss mitigation process for Borrower’s while improving their financial literacy so they are better able to understand the process and agree to a default resolution option that will work for their unique situation.

Target Users

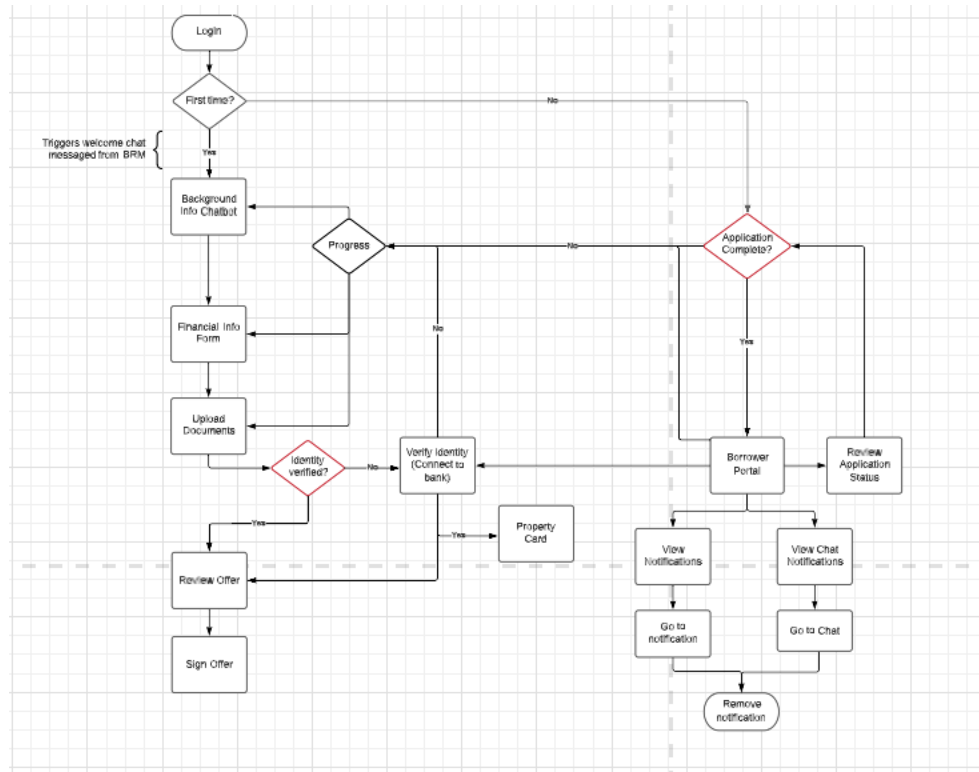
Homeowners facing mortgage delinquency that want a loan modification from their lender.

Roles and High-Level User Flow

The user flows for each role only contain those that are related to the Borrower Portal v2.

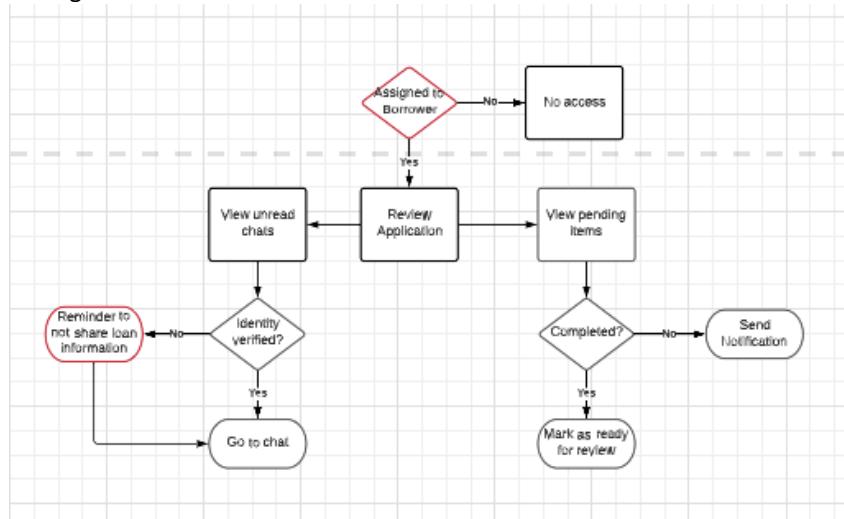
Borrower: Logged-in Delinquent Homeowner applying for a loan modification or other default resolution.

- “As a Borrower, I want to be able to fill out an application in order to receive a default resolution.”
- “As a Borrower, I need to be able to review and sign a trial modification offer, if received, in order to accept a modification to my loan.”
- “As a Borrower, I need to be able to review relevant information about my property/loan in order to better understand my options regarding my application/payments.”
- “As a Borrower, I need to be able to contact my loan servicer (BRM), in order to answer additional questions about my mortgage.”
- “As a Borrower, I need to be able to connect to financials in order to verify my financial entries.”



BRM: A loan servicing counselor assigned to a Borrower to process their application.

- “As a BRM, I need to be able to communicate with the Borrower in order to help them finish their application.”
- “As a BRM, I need to know when an application is ‘Ready for Review’ in order to notify the admin to send a default resolution.”
- “As a BRM I need to be able to modify or correct an application in order to make changes on behalf of a Borrower calling in.”



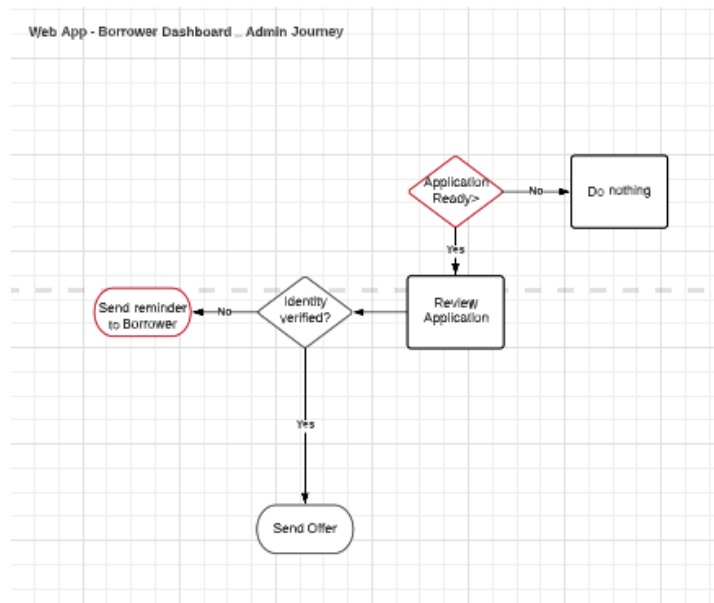
Supervisor: A loan servicing counselor that serves as a point of escalation for BRMs.

- “As a supervisor, I need to be able to ensure every Borrower is assigned to an active BRM.”

- “As a supervisor, I need visibility in to BRM-Borrower interactions and BRM functionality in order to troubleshoot escalated issues.”
- As a supervisor, I need to be able to act as a BRM i.e. assigned to an application, in order to support BRM functions when a BRM is not present.
 - A supervisor can also act as a BRM - -
 - Supervisors can be assigned to Applications, for current situation will need to be able to add same email twice potentially
 - Borrower needs the ability to escalate – then needs to differentiate between BRM and Supervisor

Admin: A member of the Lending company that oversees/assigns user roles and can make changes the app’s overall communication and branding.

- “As an admin, I need full visibility over interactions in the app, so that I can troubleshoot escalated issues.”
- “As an admin, I need to be notified when an application is ready for review, to review and send a default resolution.”



In-Scope Product Requirements:

Screens

- The Borrower Portal will include functional design for both Desktop and web on mobile (mWeb).

User Portal: Dashboard

- **Legal/Regulatory:**
 - A user must be verified before they are given access to their property card in their user portal:
 - Property card will be blurred out with the below shown within the blurred card:
 - “Finish submitting your Background Information or attach qualified bank account to view your loan information.”
 - Buttons: ‘Background Information’, ‘Connect Bank Account’.
 - When a user submits the Background Information portion of their application, their signup and background information answers to “Name, Birthday and SSN’ will be tested

against the onboarding file, if there is a match the property card will be shown. If not, a notification will be sent to the BRM to manually verify.

- Related task: BRM verification of user identity
 - If a user connects to a qualified bank account, the property card will be shown to them.
- **Left-Pane Menu:** The design will stay the same with additional menu items
 - Main Menu Items: Dashboard, Notifications, Documents, Chat
 - Links at bottom of menu pane: Terms of Service and Privacy Policy.
- **Progress Bar:** The progress bar will be checked off as each module is completed, steps can be reviewed by clicking on “completed” steps.
 - **Steps:** Background Information, Financial Information, Document Capture, Offer
 - **Completed Step View:** Each step will have static versions of the information submitted by the borrower, that are accessible by the Borrower by clicking on the ‘completed’ step in the progress bar.
 - As a user, I want to be able to easily send a message to my BRM if I notice any incorrect information at any completed step/updates to the information.
 - Create Button in right hand corner linking to the direct chat: “Edit Responses”.
 - Modal: Please submit the edit you would like to make and the reason for the change to your BRM.
 - “Submit” button; sends message to BRM through direct chat
 - **Functional requirement:** mouse pointer will turn to a ‘click’ icon when hovering over completed steps.
 - **Progressing through Steps:** Opens up new screen to complete each step (same page design as the current Application Chatbot for ‘Background Information’).
 - **Functional Requirements:** Steps must be done in order, can’t be accessed until the prior step is completed.
 - **Functional Requirement:** The term ‘Application’ in thryv will now refer to every step prior to the ‘Offer’. ‘Application’ as it is used now (for the application chatbot) should be updated to ‘Background Information’.
 - **Functional Requirement:** As each step is completed, the assigned BRM will receive an in-app notification and email notification that the step has been submitted by the Borrower.
- **Property Card:** The property card serves as the main component of the user portal’s dashboard.
 - **Card Title:** ‘How much do I owe?’
 - **Card Elements:**
 - **Borrower:** Populated from onboarding file: Borrower Name.
 - **Additional Borrower :** Populated from onboarding file: ‘Co-Borrower Name’.
 - **Property Image:** Image of property populated from Google Maps using Property address in onboarding file.
 - **Property Information:** Text next to the card. Items in (‘ ’) populated from onboarding file columns:
 - Total Payment: (‘UPB’ + ‘Balloon Payment’)
 - Tooltip: (‘This is your Unpaid Principle Balance (UPB) + Balloon Payment’)
 - Expandable list under ‘Total Payment’:
 - Unpaid Principle Balance: ‘UPB’
 - Balloon Payment: ‘Balloon Payment’
 - Monthly Payment: Populated from onboarding file columns
 - Tooltip: (‘PI’ + ‘T’ + I’)
 - Expandable list under ‘Monthly Payment’:
 - Principal and Interest: (‘PI’)
 - Taxes and Insurance: (‘T + I’)
 - **Verify Information:** Will appear as a question mark icon in the upper-right corner of the property card. Tool-Tip will appear if the question mark is hovered over.

- **Tooltip Text:** 'This is the most up-to-date information thryv has on your property.' </br> hyperlink: 'Report Incorrect Information' at the bottom of the tooltip.
 - **Pop-up:** If 'Report Incorrect Information' is clicked, a pop-up will appear with a text entry box, attachment upload option and the following text above it: 'Please tell us what information you believe is incorrect and why. Please upload supporting documents to verify the information, if available.'
- **Connect Financials:** The 'Connect to your Bank Account' button will allow users to connect to their bank account through a third-party integration like 'Plaid', 'Finicity' or 'StripeConnect'.
 - **Functional Requirement:** See 'Verify Identity' for requirement of Connect Financials prior to identity verification.
 - **If users have not connect to bank account during 'verify identity':**
 - Users will be prompted to connect to their financial institution under the property card with the text: "Verify your information by connecting to your financial institution." And a button for 'Connect Bank Account'.

User Portal: Notifications

- **Notification Task List:** Incorporate the Notifications module available in the BRM/Supervisor/Admin Portals.
- **Text Notification:** "As a borrower, I may prefer to receive text notifications from thryv."
 - When a borrower signs up, they will be asked for their preferred method of contact for updates on their application from thryv.
 - Text SMS or email or both
 - Given a borrower chooses their preferred method, their notifications will be sent through this method.
 - The borrower can choose to opt out of text messages through text.
 - The borrower can update this at any time from their user settings.

User Portal: Documents

- Accessible at all times from the Left-Pane menu (read-only).
- Will store 'Uploaded Documents' and Summary Documents of each Application Step (Background Information, Financial Information, Offer). Note: See 'Application: Documents' section.

User Portal: Chat

- No updates to current version.

Application: Background Information

- **Application Chatbot:** No changes for now.

Application: Financial Information:

Form: The form will consist of four sections and allow for required and optional user text entry. The four sections:

Text prompt: "Completing this financial form will help determine your eligibility for a loan modification or other solution":

Screen 1: How much you have and how much you make:

- Combined Household Assets
 - (Required) Checkings:
 - (Required) Savings:
 - (Optional) IRA:
 - (Optional) 401k:
 - (Optional) SIPP:
 - (Optional) Money Market:
 - (Optional) Stocks/Bonds:
 - (Optional) Secondary Properties:

- (Optional) Land:
- (Optional) Other:
- (Optional) Other:
- Monthly Household Net Income
 - (One of these is required) Monthly Wages
 - (One of these is required) Self-Employment
 - (One of these is required) Untaxed SS/SS Disability
 - (One of these is required) Taxable SS
 - (One of these is required) Unemployment
 - (Optional) Overtime
 - (Optional) Food Stamps
 - (Optional) SNAP
 - (Optional) Alimony
 - (Optional) Child Support
 - (Optional) Tips
 - (Optional) Commissions
 - (Optional) Rent
 - (Optional) Other:
 - (Optional) Other:
 - (Optional) Other:
 - (Optional) Other:

Screen 2: How much you owe and how much you spend:

- Monthly Household Expenses
 - (Required) Mortgage Payment:
 - Info icon: (PI + T + I)
 - (Optional) Insurance:
 - (Optional) Insurance Premium:
 - (Optional) Property Taxes:
 - (Optional) Home Owners Association or Condominium fees:
 - (Optional) Min. Monthly Credit Card Payment:
 - (Optional) Avg. Monthly Credit Card Payment:
 - (Optional) Avg. Monthly Credit Card Balance:
 - (Optional) Child Support/Child Care:
 - (Optional) Alimony:
 - (Optional) Groceries:
 - (Optional) Dining:
 - (Optional) School Loans:
 - (Optional) Tuition:
 - (Optional) Other Mortgage:
 - (Optional) Utilities:
 - (Optional) Gas:
 - (Optional) Car 1:
 - (Optional) Car Insurance:
 - (Optional) Car Payment:
 - (Optional) Car 2:
 - (Optional) Car Insurance:
 - (Optional) Car Payment:
 - (Optional) Car 3:
 - (Optional) Car Insurance:
 - (Optional) Car Payment:
 - (Optional) Car 4:
 - (Optional) Car Insurance:
 - (Optional) Car Payment:

- (Optional) Transportation:
- (Optional) Total Subscriptions:
 - Info icon: NetFlix, Hulu, AppleTV+, magazines, etc.
- (Optional) Cable:
- (Optional) Internet:
- (Optional) Total Phone Bills:
- (Optional) Storage Unit:
- (Optional) Personal Care:
 - Info Icon: 'Hair, Nails, Skin, etc.'
- (Optional) Other:
- Monthly Household Liabilities:
 - (Optional) School Loans:
 - (Optional) Additional Home Loans:
 - (Optional) Car Loan:
 - (Optional) IRS Lien:
 - (Optional) Summary Judgment:

Functional Requirement: The financial information step will be separated into two screens, one for Income and Assets, the other for Expenses and Liabilities.

Functional Requirement: Income and Expenses sections will have a 'Sum Total' at the bottom and the step cannot be submitted if any Sum Total is <= '0'.

Error Message:

Income: "One of the following fields is required before you can submit: 'Monthly Wages', 'Self-Employment', 'Untaxed SS/SS Disability', 'Taxable SS', 'Unemployment'."

Expenses: "The following field is required before you can submit: 'Mortgage Payment'"

Functional Requirement: Submit to agree to non-account holder information

- Pop up modal:
 - Statement
 - Text entry with names, amount contributing, date
 - Submit to agree

Non-Accountholder Authorization

<p>IMPORTANT: Ocwen cannot consider non-acountholder income UNLESS this Authorization Form is completed.</p> <p>A non-acountholder is defined as someone who may live at the accountholder's primary residence, but is not on the original mortgage loan/note (and may or may not be on the original security instrument), but whose income is used to support the mortgage payment or monthly expenses.</p> <p>Note: Without these authorizations, non-acountholder income cannot be considered and may delay our processing of the application.</p>			
Non-Accountholder 1		Non-Accountholder 2	
Non-Accountholder 1 Name: _____		Non-Accountholder 2 Name: _____	
Amount contributing toward the mortgage payment: _____		Amount contributing toward the mortgage payment: _____	
<p>I confirm that I contribute toward the mortgage installments and consent to the use of my contribution for the calculation of monthly income. I will also provide any supporting documentation showing my monthly income as referenced above. I authorize and give permission to the Servicer and their respective agents, to assemble and use a current consumer report, if necessary, as part of this assistance review. I understand that you may collect and record personal information that I submit, including, but not limited to, my name, address and income information. I understand and consent to the disclosure of my personal information to third parties, including, but not limited to, the Servicer and their respective agents, successors and assigns, any investor, insurer, guarantor, state HFA or any HUD-certified housing counselor.</p>			
_____ Non-Accountholder 1 Signature	_____ Date (MM/DD/YY)	_____ Non-Accountholder 2 Signature	_____ Date (MM/DD/YY)

Application: Document Upload

- Document Requests: Will open a new screen that has the current 'Pending Items' module that is currently part of the Borrower's User Portal. It will have the same current functionality and notifications i.e. be interactive with the BRM portal.
- Uploaded Documents: This will include document that have been uploaded and approved (if applicable) by the BRM.

- Will provide Addendum on additional Document Triggers from Financial Information step.

Application: Decisions

- Decision section in the current Borrower's User Portal.

Functional Requirement: BRM 'View Application'

- **BRM 'View Application' Documents Object:** The documents stored in the Borrower's Document Management system will be mirrored in the BRM Documents Module in the 'View Application' page.
- **Progress Bar Step Completed Notification:** The notification of each completed step will take the BRM to the PDF document saved in their Documents module on the 'View Application' page.
 - **Functional Requirement:** The documents generated for these steps will not be able to be marked as 'rejected' or 'approved' by the BRM.
- **Verify Information:** If a Borrower decides to 'Report Incorrect Information' from their Property card, the BRM will be notified in the BRM Portal and the Borrower note will be in the description of the notification. The BRM will be prompted to chat with Borrower or Update Information from the Notification.
- **Updating Property Information:** The BRM can update the property information directly from the notification. The change will be logged in the Audit Trail and the Borrower's note will be used as the "Reason for Change".

Out-of-Scope Product Requirements:

Screens

- Mobile web (mWeb) design and functionality will differ from Desktop, including more screens.

User Portal: Dashboard

- **Property Card:**
 - Additional Information added to card post-mod:
 - "Amount Forgiven" or deferred (if applicable)
 - 'Escrow':
 - Functional Requirement: Will need to be updated monthly from database ('T' + 'I').
- **Financial Card:**
 - Title: "What is my financial health?"
 - Card Elements:
 - Credit Score
 - Debt to Income Ratio Percentage
 - "We will continue to update, you can come back to track your financial health."
 - Connect to Plaid button
 - FAQ: 'Why did my payment go up?'
 - Card turns red if behind, yellow if overdue, green if good

User Portal: Direct Chat

- Direct Chat will act as a thread (Slack)

Application: Financial Information

- **Tailored Form:**
 - Household Members: Prompt user to ask about household information first: 'How many adults currently live in your household?'
 - Ask for names and relationship
 - Fill out financial information form per each person listed in the household.
 - Income Type: Primary form, then 'Additional Income' form.
 - Hire date
 - Pay frequency
 - Indicate frequency
 - Weekly
 - Every two (2) weeks
 - Monthly
 - Twice a month
 -
- 'Learn More' icons for some/all entries.
- Tool-tip: Difference between 'Gross' and 'Net' income