



Pending Documents - CIP Verification (Identity Validation)

- Info and pending docs checklist

Policy

- CIP conditions will show up on CAP if there is a mismatch of Name, Physical Address, Social Security Number (SSN) or DOB from the credit report.
- If the clients' address in CAP matches an address other than the "best address" listed on the CR, no documentation is needed. If the apartment number is missing on the CR but is in CAP, NO documentation is needed.
- If the clients city in CAP and on the CR are different, but have been verified as being the same Zip Code on usps.com, NO documentation is needed.
- Both CSS and FDR will accept an Individual Taxpayer Identification Number (ITIN) client, however the CIP process still applies and is subject to CIP validation requirements.
- If the documentation provided is illegible in any way (name, DOB, address, or SSN) it cannot be accepted. Any documentation the bank received for identity verification will be verified for all the information, not only the requested item.
- The agreement and CAP must match either the CR OR the uploaded verification docs.
- Although the client's information may match between CAP and the CR, the client may still fail validation per CFT. The SPAA agent will send an email to the client and the DC with the reason for the failed validation. The DC may assist the SPAA agent in acquiring the docs from the client.

Acceptable Documentation

Physical Address	Identification Number (SSN or ITIN)	Date of Birth	Name
Utility bill – must be showing service address	Social Security Card	State ID	State ID
Driver's License	1099-RW	Driver's License	Driver's license
Delivery receipt	Recent Paystub	Permanent resident card	Permanent resident card
W-2	W-2	Resident Alien Card	Resident Alien Card
2 of any bill	Letter from Social Security Administration	Birth Certificate	Birth Certificate
Insurance Doc	Letter from US treasury verifying ITIN status	US Passport	US Passport
Property Tax Statement			Marriage Certificate
Lease/Rental agreement			

Providing mail for validation? Ensure it's dated within the last 30 days.

Pending doc status after the Welcome Call for one of the above? Below is a small checklist to make sure you've obtained all the proper docs if client identity info changes and an entire new contract is not being requested.

- SSN – First two SPAA pages and Exhibit C
 - Clients with an ITIN will fail SPAA validation, please provide one of the acceptable documents listed for SSN/ITIN above for EVERY ITIN client.
- Address – First two SPAA pages and POA
 - Remember if the physical state changes for the client, an entire new approval as well as full contract will need to be completed for enrollment.