

RBA Consumer Flow Write Up



RENEWAL by ANDERSEN

A White Label Partner

Login Page:



Welcome! Please login to get started.			
Username			
Password	`®		
Submit			

This is the Login page a 'Design Consultant' will see once clicked on the **URL.**

A 'Design consultant' gets his user login credentials from the Merchant portal admin. The Merchant Portal admin can create as many users as they need in Merchant Portal.

Who is a Design Consultant: A design consultant offers expert advice on incorporating aesthetics and functionality into a space or product based on the

needs and audience of their clients. They work closely with other professionals, including graphic designers, fashion designers and architects, to help cater to their clients' requirements. They can help to improve existing designs or create entirely new designs.

Design Consultant works to make the consumer experience better and makes consumer effort less.

Design consultant logs in with his credentials:

Select a Payment Option

NO INTEREST, NO PAYMENT				
	S101217	0% APR	12 Months	
	S101817	0% APR	18 Months	
	S102417	0% APR	24 Months	
0%, NO PAYMENTS				
	H201205	0% APR	12 Months	
	H201209	0% APR	12 Months	
	R412007	7.49% APR	120 Months	
	S100617	17.99% APR	84 Months	

0%, EQUAL PAYMENTS Z303600 0% APR 36 Months Z304800 **0% APR** 48 Months Z306000 0% APR **60 Months** Z307200 0% APR 72 Months REDUCED INTEREST LOAN R412003 3.99% APR R412004 4,99% APR 120 Months R412006 R418004 4.99% APR 180 Months R418007 R418008 8.99% APR 180 Months 9.99% APR 5.99% APR R424005 240 Months R424007 7.99% APR 240 Months R424009 240 Months S Enter Deposit Amount S Enter Project Cost Send 4

After the Design consultant logs in, the DC sees the above page with different plans. DC selects one of the options of the consumer's choice.

DC explains the plans offered by the lenders to the consumer so he or she can choose the one most suitable for him/her.

There are various types of plans, as listed below:

- 1. No Interest, No Payment
- 2. Reduced Interest Loan
- 3. 0%, No Payments

- 4. 0%, Equal Payments
- 5. **Reduced Interest Loan:** These are different plans with different APRs and the number of months the consumer chooses to pay. Each plan has a number, and that number informs the details of the plan.

R412003:

R4- Represents the 'Reduced Interest Loan'

120- Number of Months

03 – Represents the APR **3.99%**, it would be **04** if the APR is **4.99%**.

1. **0%, No Payments:** This plan is also called **Same as Cash** (SAC), it allows the consumer to pay off the entire loan within 6 months without any interest. That means 0% interest rate. However, if the consumer fails to pay that complete loan within 6 months, he would be charged with 17.99% APR from day one.

S100617:

S1- Represents the SAC

006- The number of months consumer commits to pay

17- 17.99% is the APR consumer needs to pay if he misses paying the loan in 6 months.

Enter Project Cost: After the discussion with the consumer, the merchant and consumer decide on the cost of the entire project. DC fills the entire project cost in this field.

Enter Deposit Amount: Out of the entire project cost, if the consumer is ready to pay some part of the money, then he/she may do so. The amount will be presented here in this field.

Financing Amount: After the consumer pays the partial amount, the remaining amount is for financing, so the consumer technically is looking for a lender for this

specific amount. Based on the eligibility of the consumer he/she gets different offers from the lender.

Start Now: This is the DC to start the application process. Most of the information is filled by the DC throughout the application. After clicking on the 'Start Now', the application process starts and takes to the next page 'Credit Freeze'.

Send: This is the option to send the application to the consumer directly if the consumer chooses to fill the application by himself. This will trigger an email and the consumer starts the application process from his device.



After selecting the 'Start Now" the first page would be about the Credit Freeze. The consumer needs to reach out to the TransUnion to get his Credit Profile unfreeze/unblock if the consumer blocked/froze it earlier.

Sometimes consumers freeze their Credit Profile and forget that they had done that. So, it would be ideal to check this well in advance before going any further on the application process. This eases the process and saves the time of the consumer and efforts of all.

Credit Freeze

What Is a Credit Freeze?

A credit freeze, also known as a security freeze, is an anti-fraud measure in which a <u>credit bureau</u> refrains from sharing a consumer's credit report with any third parties. Credit freezes are often initiated at the request of consumers who suspect that their identities may have been stolen.

To prevent thieves from using their credit information to open new accounts or make purchases, victims often prefer to freeze their credit in order to limit the damage from the theft. Until the credit freeze is lifted, no financial institutions or third parties will be able to access a consumer's credit information.

KEY TAKEAWAYS

- A credit freeze is a method used to protect consumers from identity theft.
- It consists of requesting the credit bureau to not share your credit information with any third parties.
- Credit freezes can help prevent theft because would-be thieves often need to access their victims' credit reports in order to open new credit accounts in their name.
- Once a credit freeze is in place, no financial institutions or third parties will be able to access your credit information.
- A credit freeze does not impact a person's credit score.

How a Credit Freeze Works

A credit freeze allows a consumer to control and restrict access to their <u>credit report</u>. This makes it more difficult for thieves, scammers, and other unauthorized parties to open credit in that consumer's name without their permission. Under federal law, the <u>top three credit bureaus</u> are required to comply with a consumer's credit freeze requests at no charge.2 The practice has become one of the main tools used by victims of <u>identity theft</u> to protect themselves.

The importance of credit freezes in disrupting identity theft stems from the fact that thieves often seek to open new credit accounts using stolen information. For instance, they might apply for new <u>credit cards</u> and <u>lines of credit</u>, to then make large purchases and leave the victim to deal with the unpaid debts. In most cases, lenders will ask to see the borrower's credit report as part of the process for opening new accounts. Therefore, by freezing their credit, victims of identity theft can block thieves from opening new accounts in their name, potentially sparing themselves from significant financial harm.

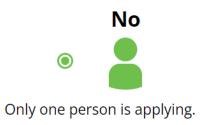
One person Application Flow

Will there be a co-applicant?

On the credit freeze page, click on the 'Continue' to proceed to the next page.

Will there be a co-applicant?





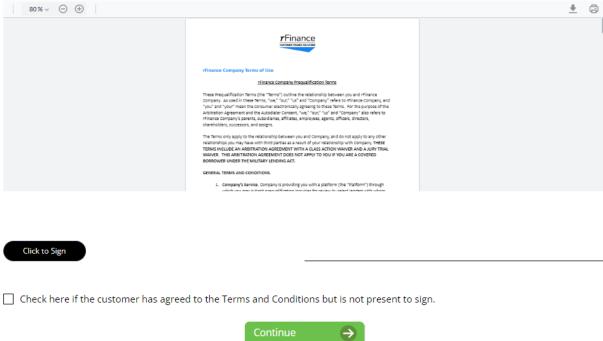


The applicant can choose to go for a one person application or Co-applicant application.

Co-applicant: A co-applicant is a person who is jointly applying for a loan with the primary applicant. The co-applicant can be someone with good credit history who wants to share the responsibility of paying off the loan. The primary applicant can be someone who has average credit and needs help getting approved for the loan.

After choosing the single applicant, the application proceeds to the next step that is 'Terms and Conditions' page.

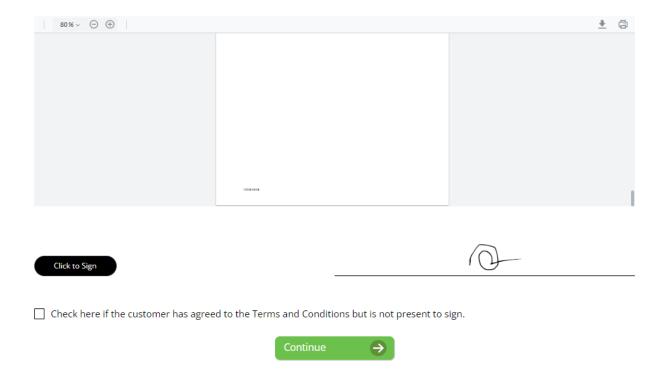
Terms & Conditions





Cancel

Terms & Conditions



In this page the consumer needs to read out the agreement to take the application process further. This is an agreement between **rFinance** and consumer.

After reading the 'Terms and Conditions' the consumer needs to sign the document. This is a digital signing facility.

Consumer clicks in 'Click to Sign' that will open a pop up and that will allow the consumer to sign with a stylus of finger.

After signing consumer clicks on 'Accept and Sign'. Then it reflects at the signature place like shown in the above picture.

There is also a checkbox that says, "Check here if the customer has agreed to the Terms and Conditions but is not present to sign".

Which means as the Design Consultant fills the application, even if the main applicant is unavailable to sign the document but agrees the Terms and Conditions DC would select the checkbox.

If the checkbox is selected, then there is no need for the signature. Both signature and check box cannot be performed at the same time. The Application would not move forward with both the actions.

ID Submission:

After clicking on 'Continue' the next page would be ID submission.

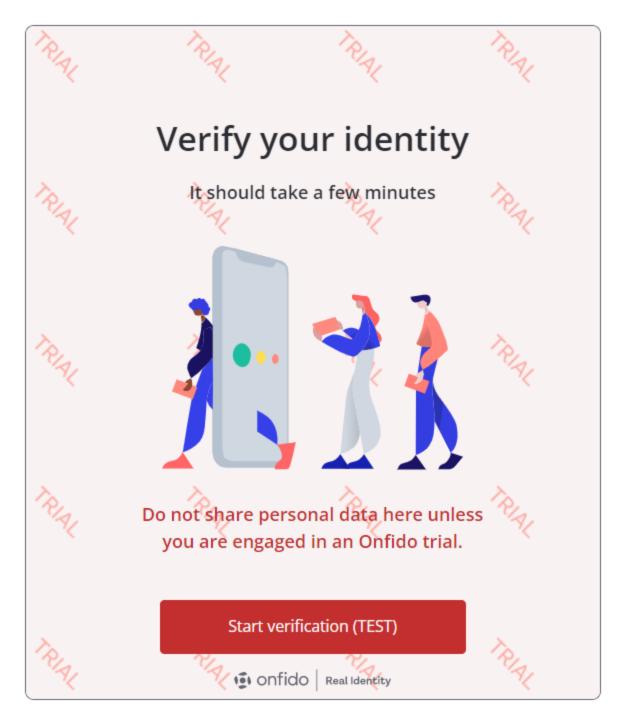
Customer needs to submit a personal ID card for verification.

Click Continue below to scan Applicant's ID

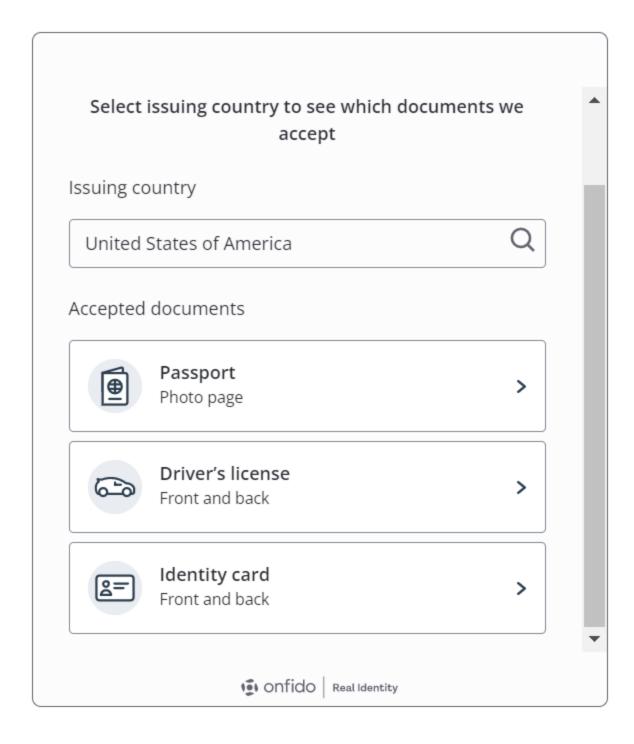


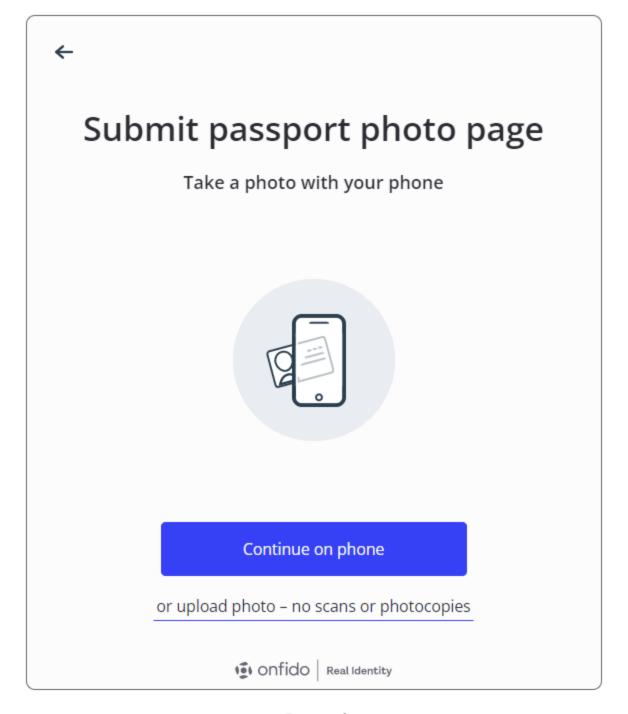
Click Continue to allow Camera Access / ID Scan.

Cancel



Cancel





Cancel



Upload passport photo page

Scans and photocopies are not accepted



Show all details — including the bottom 2 lines



Move away from direct light — no glare



All details must be clear — nothing blurry

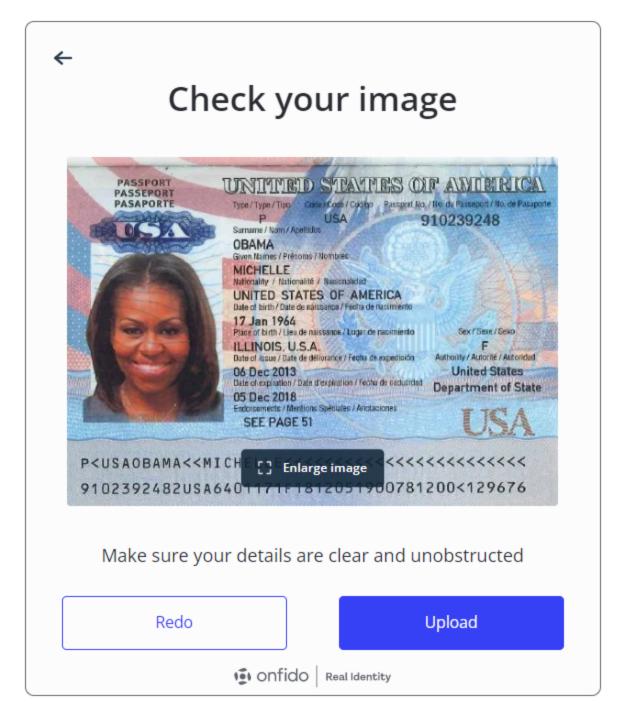


The photo should clearly show your document

Upload photo

onfido | Real Identity

Cancel



Cancel

To start with, consumers need to click on 'Continue' that takes them to the next page that looks like the above picture.

On **Verify your Identity** page, consumers click on 'Start Verification'. This would take to the next page that asks for the issuing country. Currently, this facility is only for the US citizens, people who are US citizens can upload the documents issued by the US government.

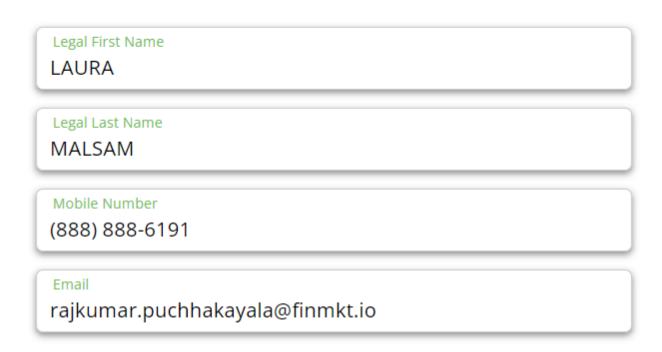
Consumers can upload Passport, Driver's license or any other ID card issued by the US Government.

According to the above pictures, after uploading the above documents, the page would take to the next page where the contact information should be filled.

Contact Information:

In this page the consumer needs to fill in the contact information that is a valid phone number and an email address. Providing incorrect information here can lead to delay in the loan process. It is recommended that the consumer should provide the contact number that I use and make himself available to reach.

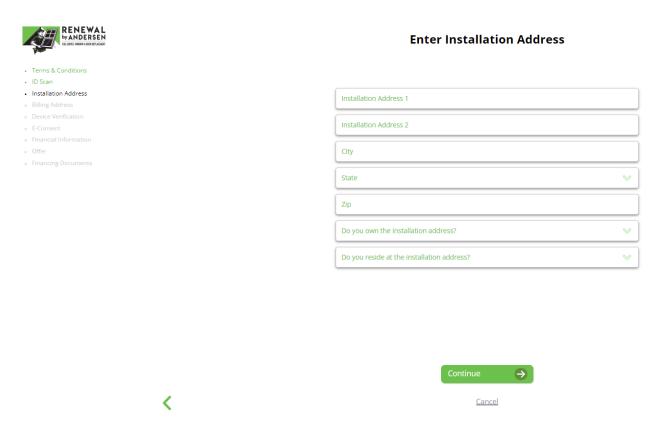
Enter Contact Information





Cancel

Installation Address: After the contact information, the consumer needs to fill the installation address where he intends to have his project done.



There are two questions on this page that confirm if he/she owns and resides at the installation address.

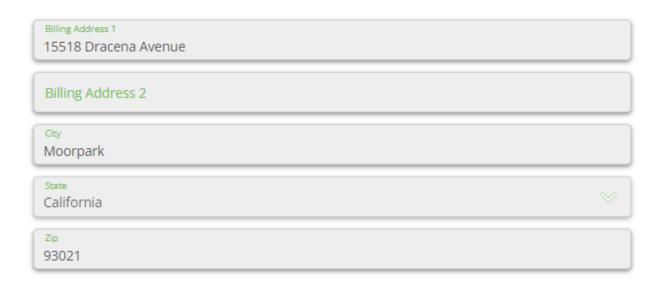
There is a possibility that consumers might or might not own the property. Also, consumers might or might not reside at the property.

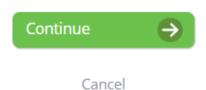
So, it is important for the consumer to confirm at this stage to go further.

Billing Address: Consumer needs to confirm if the installation address and billing address is the same.

Enter Billing Address

Billing address is same as installation address.

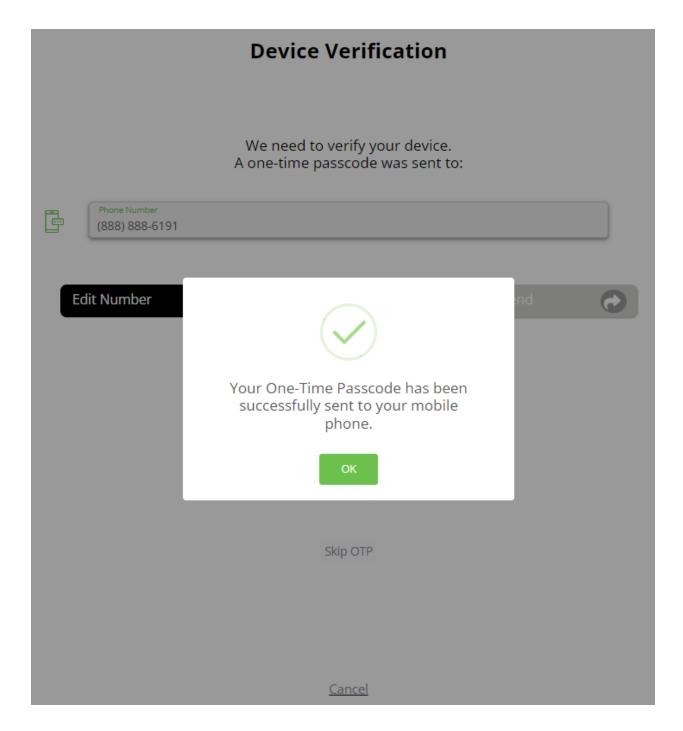




There is a checker where the consumer clicks if the billing address and the installation is the same. If the Billing address and the installation address are

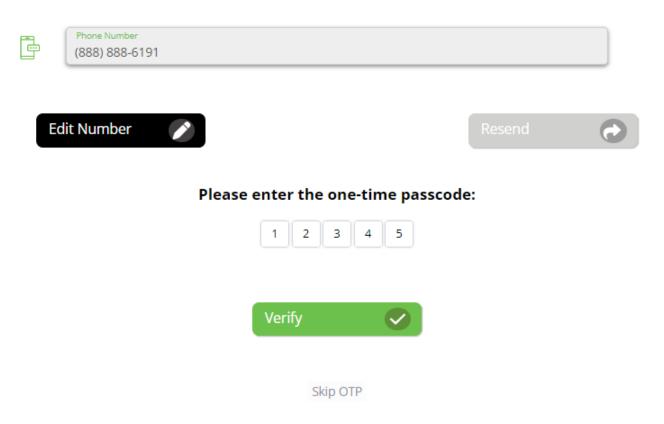
different, then the consumer needs to fill the Billing Address separately and click on 'Continue' once done.

Device Verification:



Device Verification

We need to verify your device. A one-time passcode was sent to:



Consumer needs to verify his device with an OTP. Consumer will get an OTP and that needs to be filled and click on 'Verify'. The device gets verified with these steps. However, consumers have the option to skip the verification at this stage.

Skip Verification:

If the consumer 'Skips' the verification he/she needs to verify identity with few questions as shown below:

Skip One Time Passcode



If you skip the OTP step you will be asked a series of questions to verify your identity.
Click Continue to skip the OTP.



Identity Verification

We need to verify the applicant's identity. Please answer the questions below.

If you have a current auto loan or lease, what w	ias the original amount financed?
O \$16000	<pre>\$25000</pre>
O \$9000	\$31000
None of the Above	
In which of the following states have you had a	drivers license?
○ Georgia	Florida
○ Oregon	California
None of the Above	
Which of the following people lives or owns pro	perty in Dallas?
O Paul Webb	Kevin Bettany
O Evan Peters	Carol Cain
None of the Above	
	Continue

Consumer needs to answer these three questions correctly to verify the identity.

After consumer verifies the identity, an email is sent to the consumer to move further on the application.

A link has been sent to your customer to review and consent to Andersen's Consent to Electronic Records and Communication and to enter their financial information.

Once the customer has completed these steps, the Continue button below will be active.



At this stage the 'Continue' button is disabled. This button gets activated only after the consumer enters the financial Information. Once the consumer completes the necessary steps the 'Continue' button gets activated.

On this page there is a refresh button next to the 'Continue' button. Once a consumer completes his steps, DC needs to refresh the page by clicking the 'refresh' button. Then the Continue button gets activated and takes to the next part of the application.

Consumer's Email for Consent form and Financial Information:



Hellol

You've received a link from rFinance to complete steps of your financing application securely from your own device.

Please click the secure link below to get started.

My Application

If you have any questions, please do not hesitate to contact us at 855-894-7125 or by email at Support@rFinance.com.

Sincerely,

The rFinance Team

E-Sign Consent and Disclosure:

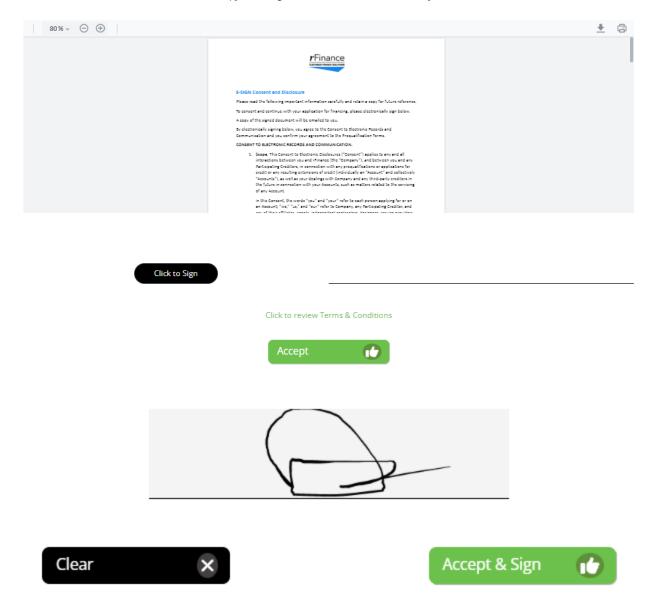
After clicking on the 'My Application' link, the consumer gets to see the next page and he needs to e-sign the document with a stylus or with hand on the touchpad.

E-SIGN Consent and Disclosure

Please read the following important information carefully and retain a copy for future reference.

To consent and continue with your application for financing, please electronically sign below.

A copy of the signed document will be emailed to you.



On this page, consumers need to scroll down completely to sign the doc. If the scroll is not drawn completely down, then the consumer wouldn't be able to sign the doc as it would disabled/inactive.

This is an agreement between Finmkt and the consumer to take the application process further as this will take sensitive financial information from the consumer.

Consumer signs the consent of his will to allow us to use the information.

Credit Freeze:

What Is a Credit Freeze?

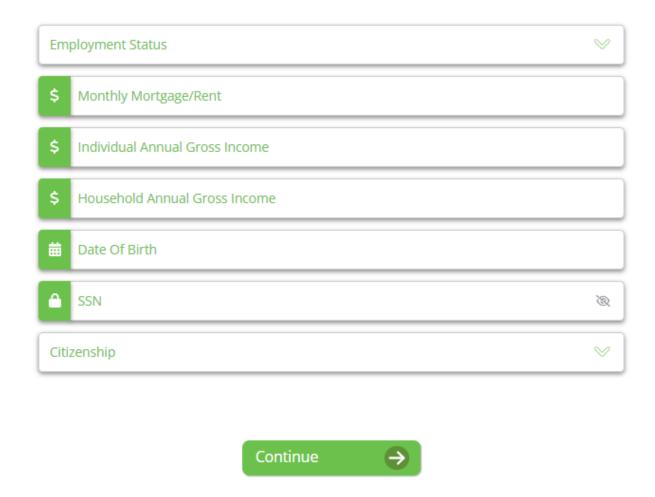
A credit freeze, also known as a security freeze, is an anti-fraud measure in which a <u>credit bureau</u> refrains from sharing a consumer's credit report with any third parties. Credit freezes are often initiated at the request of consumers who suspect that their identities may have been stolen.

To prevent thieves from using their credit information to open new accounts or make purchases, victims often prefer to freeze their credit in order to limit the damage from the theft. Until the credit freeze is lifted, no financial institutions or third parties will be able to access a consumer's credit information.

Financial Information: Consumer fills in the financial Information which includes:

Financial Information

Please enter your financial information in the secure form below.



Employment Status: There are six options in this drop down, Consumer chooses one of the options.

- 1. Employed
- 2. Not Employed
- 3. Military
- 4. Self Employed
- 5. Retired

6. Other

Monthly Mortgage/Rent – The Amount consumer commits as EMIs on a monthly basis.

Individual Annual Gross Income – Total Amount that a consumer earns in a year.

Household Annual Gross Income – Total Amount that a consumer and his entire household earns via different sources.

Date of Birth – Date of Birth as per the documents.

Social Security Number - In the United States, a Social Security number (SSN) is a nine-digit number issued to U.S. citizens, permanent residents, and temporary (working) residents under section 205(c)(2) of the Social Security Act, codified as 42 U.S.C. § 405(c)(2). The number is issued to an individual by the Social Security Administration, an independent agency of the United States government. Although the original purpose for the number was for the Social Security Administration to track individuals, the Social Security number has become a de facto national identification number for taxation and other purposes.

Citizenship: US Citizen and other

After this, there would be a thank you page. Once a consumer confirms completing these steps, DC takes the next action steps.

Thank You!

Your application has been received.

Your design consultant will assist you with the next steps of your application.

DC Refresh Page:

A link has been sent to your customer to review and consent to Andersen's Consent to Electronic Records and Communication and to enter their financial information.

Once the customer has completed these steps, the Continue button below will be active.



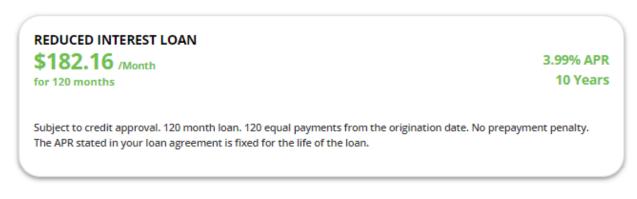
After the consumer completes filling the form, DC needs to refresh the page by clicking here to enable the 'Continue' button. It remains disabled until then.

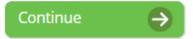
Offers Page: Once it is refreshed the page is refreshed and takes to the 'Offers Page'. Offers are created for the consumer. Consumers move forward by clicking on '**Continue**'.

Confirm Offer

You've been approved for up to \$18,000 for your project.

The monthly payment shown below is for your requested amount of \$18,000.





It's Approved: The offer is accepted and it gets approved. The next step has to be completed by the consumer. An email is sent to the consumer to proceed further.

This page confirms that the loan is approved by the lender and the next step would be signing the docs by the consumer.

Approved!



The applicant will receive an email and SMS message with a link to sign their financing documents.

Once signed you will receive an email and SMS confirming documents have been signed successfully.

Consumer's Email to e-sign documents.



Hello LAURA,,

Congratulations! Your financing for your project with RBA-N-1 is approved!

To complete the financing process, please click this secure link to electronically sign your documents.

Sign Documents

If you have any questions, please do not hesitate to contact us at 855-894-7125 or by email at Support@rFinance.com.

Sincerely,

The rFinance Team

Consumer clicks on 'Sign Documents' to take the financing process further.

Please Review & Act on These Documents

DocuSign[®]



Please review and sign the documents by clicking on the review documents button.

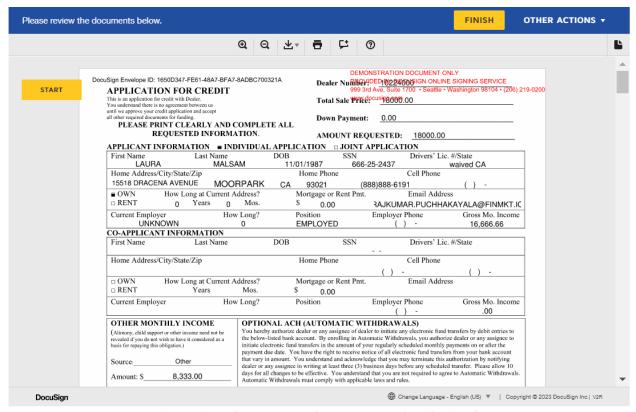


Hit continue button once the agreement is submitted.





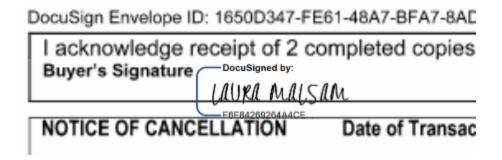
Consumer clicks on the checker as shown in the above picture and clicks on 'Continue' that is highlighted. '**Continue**' gets activated after the checkbox gets selected.



Hit continue button once the agreement is submitted.

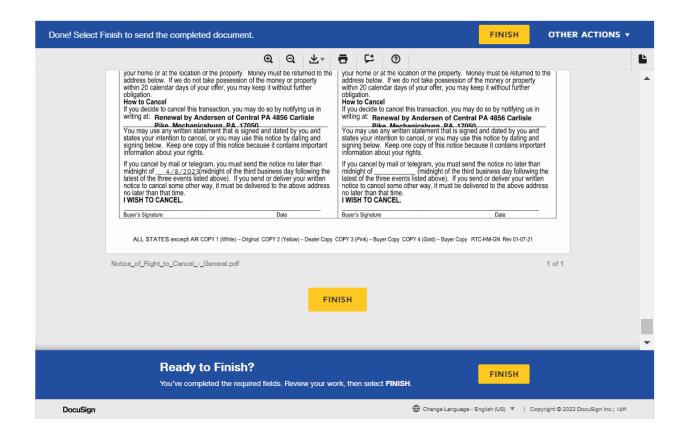


× Adopt Your Signature Confirm your name, initials, and signature. * Required Full Name Initials' LAURA MALSAM SELECT STYLE UPLOAD PREVIEW Change Style DocuSigned by: AUKA MALSAM -F6F84269264A4CE... By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial. ADOPT AND SIGN CANCEL



There is a 'Start' button that pops up. Consumer clicks on 'Start' button and that takes the consumer to the page where he adopts the signature. Consumer clicks on 'ADOPT and SIGN'.

After this step there would be a sign of 'Down arrow' that locates the place where the consumer needs to sign the documents. Once a consumer clicks on the down arrow the signature appears automatically as consumer already adopted the signature.



At the end consumer sees the '**Finish**' button to complete the signing process.

After completing the signing process consumer sees the last update as '**You're all**

Set'

You're all set!

You will receive an email with important information regarding your financing including a link to set up automatic payments