

Creditor User Guide



Creditor User Guide

Step 1: Adding a new client

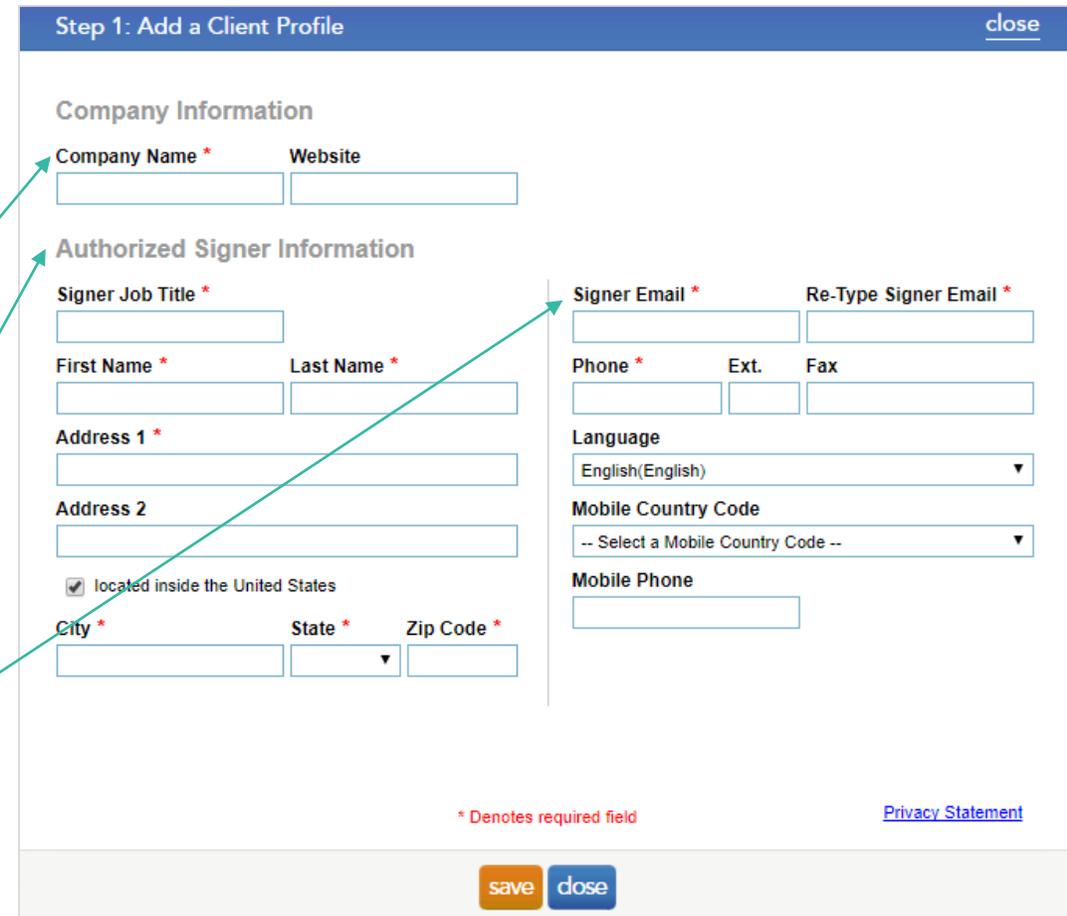
Once you've logged in, select 'Add New Client' from the Quick Links section.



Company Name - This is the legal entity / registered company name of your client.

Signer Information - This signer information must match the financial institution's information on file of your client.

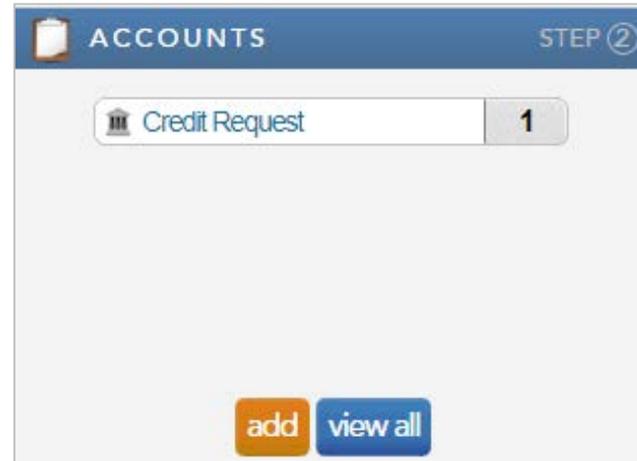
Signer Email - This must be the email of the authorized signer. Authorization cannot be delegated to another party.

A screenshot of a web form titled 'Step 1: Add a Client Profile' with a 'close' link in the top right. The form is divided into two main sections: 'Company Information' and 'Authorized Signer Information'.
Company Information: Includes fields for 'Company Name *' and 'Website'.
Authorized Signer Information: Includes fields for 'Signer Job Title *', 'First Name *', 'Last Name *', 'Address 1 *', 'Address 2', a checkbox for 'located inside the United States', 'City *', 'State *' (a dropdown menu), and 'Zip Code *'.
Signer Contact Information: Includes fields for 'Signer Email *', 'Re-Type Signer Email *', 'Phone *', 'Ext.', 'Fax', 'Language' (a dropdown menu with 'English(English)' selected), 'Mobile Country Code' (a dropdown menu with '-- Select a Mobile Country Code --' selected), and 'Mobile Phone'.
At the bottom right, there is a red asterisk legend: '* Denotes required field' and a blue link for 'Privacy Statement'. At the bottom center, there are two buttons: 'save' (orange) and 'close' (blue).

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Step 2: Add accounts – choosing the request type

Once you've created your client's profile, select 'add' from the 'Accounts' section.



Search for the responding financial institution. Once found, click to select.

Search

On the next screen, make sure to read 'Responder Instructions' issued by the financial institution and take note of the 'Accepted Forms.'

**These are the types of confirmation requests the selected financial institution will respond to.*

Review the selected responder details below and select next to continue:

 Capital Bank & Trust
1400 2nd Ave. South,
Nashville, TN 37203
United States
FDIC: 1234

Responder Instructions:
Please provide the client's account details for a credit reference. We will provide account balances with RMA guideline figures.

Accepted Forms:
Credit Inquiry

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Step 2: Add accounts – choosing the request type

Credit Inquiries

- Complete the required details in the Credit Inquiry form.

**Some financial institutions may require Tax ID.*

Cost

- \$15 and up, varies by financial institution.

Example Credit Inquiry form

Financial Responder:
Capital Bank & Trust
1400 2nd Ave. South,
Nashville, TN 37203
United States
FDIC: 1234

Form *
Credit Inquiry ▼

Authorized Signers * (select up to 4) [add new]
☑ Smith, John

Tax ID
[]

Currency *
United States of America, Dollars - USD ▼

Reason for Request *
Establish new credit in the amount of ▼

Amount *
\$ []

Account Number * [] **State** []

delete add account

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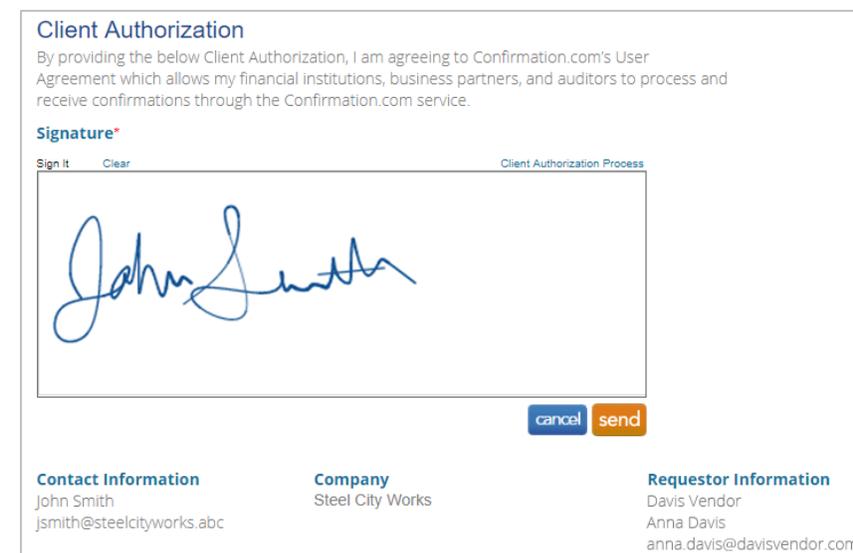
Step 3: Requesting client authorization

Once you've added all your accounts, you must request client authorization from your client by clicking the 'request' button.

Your client will receive an email from Confirmation.com requesting their authorization for the financial institution to disclose information through Confirmation.com.

Your client must follow the email link and digitally sign the authorization.

**The process takes less than 30 seconds to complete.*



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Step 4: Initiating your confirmations

Once you've received client authorization, you can initiate your confirmations.

Select which accounts/forms you wish to confirm.

Add any other questions, if needed.



| <input checked="" type="checkbox"/> Responder ▲ | Account ID |
|---|------------|
| <input checked="" type="checkbox"/> Bank name | 234523423 |

General Questions for all Responders (optional)

[Include any additional questions here]

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Step 4: Initiating your confirmations

Once you are ready to send your confirmations, your total fee is calculated.

You will be asked to pay at this point with the credit card on file.

For more information on billing options, please contact Customer Support.

| Billing Summary | | | | |
|---|----------------|----------|-------------|-------------|
| 1 accounts selected. | | | | |
| Responders ▲ | Type | Quantity | Price Per | Amount |
|  Bank Name | Credit Request | 1 | \$15.00 USD | \$15.00 USD |
| Subtotal | | 1 | | \$15.00 USD |
| Sales Tax/VAT | | | | \$0.00 USD |
| Total | | 1 | | \$15.00 USD |

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Step 5: Download your confirmations

When the financial institution completes your confirmations you'll receive a notification via email.

Log in, navigate to your client and click 'download confirmations' to download completed confirmations for your records.



Recalling confirmations

Did you make a mistake? If you have sent confirmations to financial institutions with an error, you can 'recall' them provided the financial institution has not started working on a response.

Re-confirmations

Was the response not what you were expecting, or missing information? You can send a reconfirmation to the financial institution with a message attached explaining what information is incorrect or missing. The financial institution will prioritize responding to re-confirmations.

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Need help?

Contact our customer support team at

contact.confirmation.com/support

1-866-325-7201

**Thank you for using
Confirmation.com**

