



ARC Confidential - March 2015

Supplement Best Practices

Educate; Inform; Encourage. Many of our clients ask us how we can help them during the loan process. Trade line updates – supplements – are required on many files. Getting those back quickly and accurately can determine if you meet underwriting guidelines and close your loan on time.

Take advantage of ARC's Experience.

10: Average years of tenure at ARC for our employees

20: Average years of experience in mortgage credit reporting

100: Percentage of ARC employees FCRA Certified*

*Fair Credit Reporting Act

Our staff is here to help you and your clients successfully complete loan transactions. Our experience helps us understand creditors and the right questions to ask them so we can complete your requests quickly.

Our service commitment is completing your requests within 24-48 hours.

Supplement Best Practices

Below are suggestions from ARC that can expedite supplement requests. We will continue to update these guidelines as we receive additional information. Our

commitment is to return supplement requests within 24-48 hours. If you have specific questions about these guidelines please contact ARC Customer Service at 899-992-1058 or your ARC account manager.

- Review the credit report with borrowers. Immediately reviewing the credit report for any reporting errors or disputed accounts can save time and money. Many investors require a 'DISPUTE' notice to be removed prior to underwriting. If you have sufficient time before closing, your client can request this directly from the credit bureaus. But if you have limited time, our re-score department will help you. PLEASE NOTE: Consumers can complete a dispute removal letter and return this to you in case you need a rescore. Please contact ARC Re-Score at rescore@arcreports.com for the most recent version.
- Review the credit report with your underwriter. Reviewing the credit report with your underwriter as early as possible can also save time and money. Creditors get busy with account verification requests. By following the guidelines here, our staff can return account verifications required by your underwriter well before closing and reduce the need for last minute rush orders.
- Ask borrowers to sign an authorization. Many creditors ask for written authorization before they release account information. PLEASE NOTE: Often creditors require borrower's signature on an ARC Authorization form. We recommend asking the borrower to sign yours and ours. Please find a copy attached to this document.

- A conference call with the borrower can often save time. In addition to providing the borrower's phone number with your request, please let your borrower know someone from ARC will be calling them. This can eliminate confidentiality concerns by your borrower about who is calling them.
- Please provide full account numbers for account updates. For security, full account numbers on credit cards are not reported on credit reports but are required to access automated account information. A copy of the account statement also helps with the correct phone number for the creditor.
- Please provide any pertinent creditor documentation. Court documents; paid in full letters; statements; or other verification can expedite the supplement process. Please include these when placing your request.

In addition, we have included some specific creditor requirements that can help us reduce turn times:

- American Express - The account number listed on the report is the customer number and not an account number. Please provide the full 15 digit account number on the credit card, or a copy of the statement reflecting the last five digits of the account number to update the account via the automated system.
- BECU - BECU requires authorization on ARC letterhead or a conference

call if we can't get the information on the automated system.

- Credit card verifications - Credit card issuers typically do not provide full account numbers on credit reports to protect consumer security. Please ask your borrower to provide the full account number as it appears on their credit card.
- Collection agencies - Most collection agencies require the borrower's authorization to release information. Conference calls can also be performed with most collection agencies.
- Key Bank Home Equity – Key Bank requires a conference call with the borrower.
- Lenders that decline 3rd party requests - WSECU and GESA CU will not verify any information to 3rd parties. It is best to ask the borrower to obtain a printout of the most recent account information (balance; date of last payment; etc.) for us to verify balance and payment.
- NCO Financial – Requires an ARC Authorization to release information.
- Non-Traditional Trade Lines – ARC follows the Fannie Mae Guidelines for Non-Traditional Credit. If we don't have creditor documentation, conference

calls with your borrower are most efficient. Please include phone numbers and full account numbers.

- PNC Bank – Will only release information on a conference call with your borrower.
- Washington Federal - Will only release information on a conference call with your borrower.
- Wells Fargo Home Equity - Requires the 4 digit PIN to access automated system; or fax borrower's authorization to release information. The turn time is approximately 72 hours. They DO NOT ALLOW CONFERENCE CALL

Whether you place your orders online or communicate directly with ARC staff via email or phone, our goal is a great customer experience. We encourage your feedback and suggestions on this topic or any other area we serve you.

Thank you for your business.