

## How to Cancel a Flood ReportX Within Xactus360

1. Start by logging into Xactus360 and opening the borrowers file from the home page.



2. Under 'Cancel Life of Loan', click one of two options: Loan Did Not Close – Refund and Stop Tracking Loan Paid Off – Stop Tracking

Transfer to lender Dispute	
Borrower	Order Details
Name Nickie Green	View Report 📄 Download Report
SSN 123-00-3333	Report ID 5621758
	<b>Order Number</b> 13601873
	Loan Number
Property	Report Type Life of Loan
	Operator Xactus Demo
Address 100 Terrace Av, West Haven, CT 06516	Status Completed
	<b>Ordered</b> 08-30-2024, 11:25:55
	Completed 08-30-2024, 11:26:00
Cancel Life of Loan	

3. A message will appear for you to confirm you wish to stop Life of Loan monitoring and be removed with accessing the Certificate. To process, click Yes.

Cancel Life of Loan	
(!)	
O Loan Did Not Close - Role Cancelling will stop Life of Loan monitoring and remove access to the Certificate.	
Proceed with cancellation?	
Yes No	

4. The status will now show as 'Canceled'.

	FL <sup>x</sup> Flood Report		
Life of Loan has been successfully cancelled!			
Borrower	Order Details		
Name Nickie Green SSN 123-00-3333	Report ID Order Number Loan Number	5621758 13601873	
Property	Report Type Operator	Life of Loan Xactus Demo	
Address 100 Terrace Av, West Haven, CT 06516	Status Ordered Completed	Canceled 08-30-2024, 11:25:59 AM 08-30-2024, 11:26:06 AM	

NOTE: Cancellations are only available on Life of Loan reports.

PLEASE LET US KNOW IF YOU HAVE ANY QUESTIONS OR CONCERNS AND WE WILL BE HAPPY TO HELP.