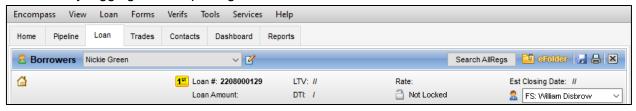
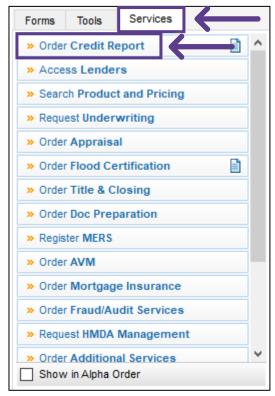


How to Reorder Frozen or Locked Files Within Encompass® by ICE Mortgage Technology® (Xactus360)

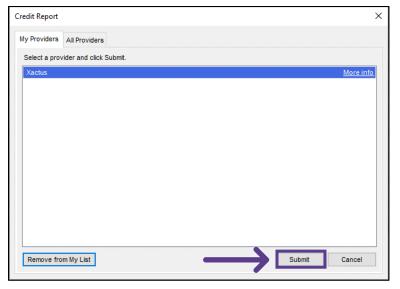
1. Start by logging in and opening the borrowers loan file.



2. Click on the Services tab in the bottom left corner. Select Order Credit Report.



A window will pop-up allowing you to choose your Provider. Select Xactus and click Submit to launch the order form.



3. Enter your user ID and password by clicking LOGIN INFORMATION. Then, make the selections for the report needed.

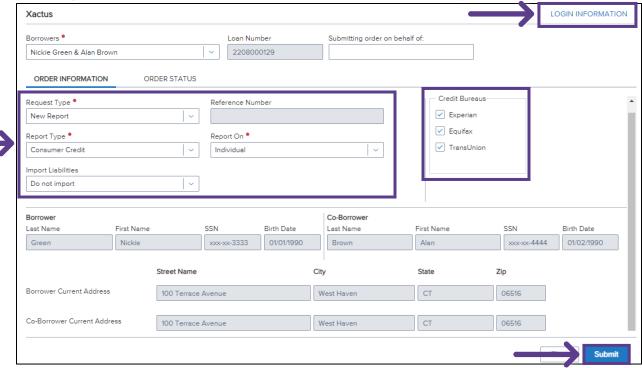
Request Type: New Report – Reorders frozen or locked bureaus and adds them to the existing file

Report Type: Consumer Credit, Mortgage Only, PreQual, Refresh

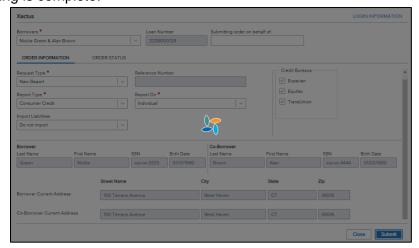
Report On: Individual or Joint

Next, select an option under Import Liabilities.

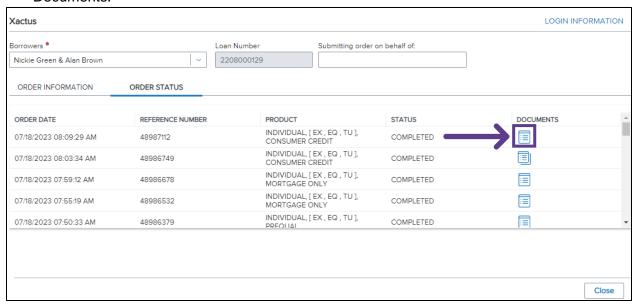
Lastly, check the box next to the bureaus needed and when complete, click Finish.

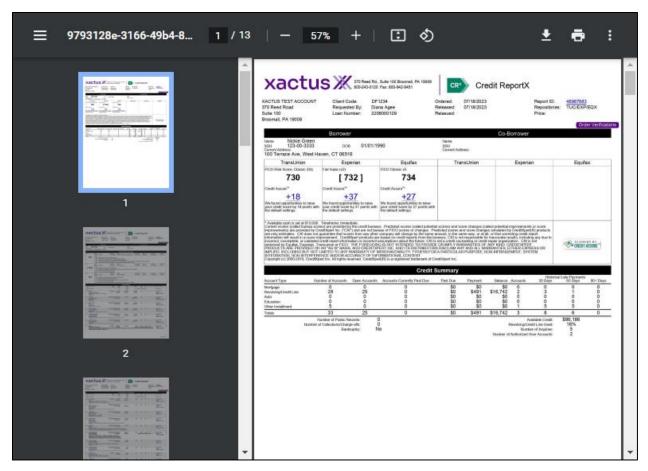


4. A small window will appear as the report is loading. Please do not click off this screen until the processing is complete.



5. When complete, the report will automatically open on your screen and will be saved into the Encompass eFolder. The report can also be viewed by clicking the blue icon under Documents.





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