



Retail Lending LaserPro Exchange FAQ

Questions

1. What is LaserPro Exchange?

LaserPro Exchange is a cloud-based portal where borrowers can submit required documents to their financial institution securely and conveniently from any device.

It transforms the document handling process by providing borrowers flexibility to submit documents in a variety of formats anytime and anywhere it’s convenient.

2. What sets LaserPro Exchange apart from other options?

LaserPro Exchange stands out for its unparalleled efficiency, ease of use and security. It can be a stand-alone solution and will integrate with our other lending solutions including Analyzer, LaserPro, and LaserPro cloud to provide a seamless workflow.

Its intuitive design enables you to be up and running very quickly.

3. How does LaserPro Exchange ensure efficiency and security?

LaserPro Exchange ensures efficiency through streamlined workflows and security through robust measures such as multi-factor authentication and Microsoft’s Azure B2C.

Multifactor authentication provides a second layer of security for authentication purposes by requiring multiple independent sign-on methods.

4. What benefits do financial institutions and their customers gain from LaserPro Exchange?

Exchange offers a host of benefits including faster loan onboarding, simplified workflow management, consistent clear communication, centralized document sorting and storage, and the ability to reference prior documentation to accelerate the underwriting process.

Exchange provides customers the 24-hour convenience and security they expect in the modern online banking experience.

5. How does LaserPro Exchange streamline workflows and accelerate loan onboarding?

LaserPro Exchange features an intuitive user interface that simplifies processes for users to request and track receipt of key loan documents.

Emails are automatically sent from the institution to customers requesting they upload required documents. The documents are then available for immediate retrieval, review, and processing.

6. How can document due dates be managed within LaserPro Exchange?

Financial institutions can set due dates for the customer to upload documents to Exchange. Notifications can be provided to borrowers if materials are not submitted on a timely basis.

7. Is LaserPro Exchange suitable for all types of documents?

LaserPro Exchange is suitable for a uploading wide range of documents including financial statements, collateral, and disclosures. It can be used both at the origination of loans and during periodic required reviews and renewals.

Exchange is configurable to upload and manage numerous document formats including Word, Excel, JPEG, GIF, PDF andmore.

8. Is Exchange customizable for different financial institutions?

Exchange can be configured to create unique document types and templates suited to individual institutions. Materials can be branded and institutions have the flexibility to customize the site URL and more.

9. Are there any training resources available for using LaserPro Exchange?

Training resources are available for using LaserPro Exchange. However, with its intuitive design and cloud-based access we believe most financial institutions will not require training and be able to use the application immediately.

10. How can one get started with LaserPro Exchange?

You can reach out to your account representative or purchase directly through the Finastra Solution Store.