

Retail Lending Solution Store FAQ

About

1. What is the Solution Store?	The Solution Store is a new online site where users can browse and purchase Finastra Retail Lending products – everything from Compliance Reporter to Data Insights, third party integrations, and training. More products and solutions will be added over the coming months.
2. What are the benefits of the Store?	• The Solution Store enables the purchase of products in minutes instead of days, accelerating implementation so you begin enjoying benefits sooner. • Gain access to Finastra products with the click of a button, without needing a single meeting, email, or phone call. • It’s ready when you are... 24/7/365. Speedy, simple, and secure!

Accessing

3. How do I access the Solution Store?	If you have access to Success Community, you will have access to the Solution Store. Use your Success Community credentials to login. The login page can also be found here .
4. Who can purchase items from the Solution Store?	Only approved customer signatories have purchasing rights for items added to the cart. Standard users can only access, browse, and request to make purchases, but are not able to make purchases themselves. Please reach out to your Account Executive if you would like to request an additional customer signatory on your account.
5. Who do I contact if I have questions about the Store or with a recent purchase?	If you have any issues using the Solution Store, contact your Account Executive or select the “Contact us” in the menu. If you’re not sure who your Account Executive is, you can locate their contact information on the Customer Success Community

Browsing

6. Do I need to contact my Account Executive to browse and/or make purchases from the Solution Store?	No! Browse and/or purchase directly on the Solution Store without needing to contact your Account Executive. It’s available 24/7 for your convenience.
7. Which Finastra products are available to purchase from the Store?	Over 65 Retail Lending products are available on the store, with more coming online regularly. Browse an array of product, implementation and training resources devoted to services ranging from Compliance to Mortgagebot, LaserPro, eSign, DecisionPro and more.
8. Can I renew contracts from the Solution Store?	This will be available in the future. For the moment, you will need to speak to your Account Executive to process your renewals.

Purchasing

9. How much do items cost on the Solution Store?	While prices vary depending on specific capabilities and volumes, the majority of the services fall below \$5,000.
10. What should I expect after a purchase is made from the Solution Store?	After processing your purchase, you will receive a confirmation email summarizing the purchase details and next steps. A member of the Finastra team will reach out to you within 10 business days of purchase to complete your order.
11. How are payments processed for items purchased from the Solution Store?	Payment for items purchased will be charged one of two ways; 1. Services and training will be added to your next Finastra invoice(s). 2. Applications will be amended to your existing contract and charged accordingly.