Managing Flags and Findings

One of Closing Insight's biggest benefits is the ability to analyze and evaluate loan data information. This analysis will identify and track the differences between the Closing Disclosure information provided by the Lender and the Closing Disclosure information (Closing Statement) provided by the Provider.

What are Flags and Findings?

Once the analysis has taken place, Closing Insight will alert users with a numeric value on the Flags and Findings buttons and View All link. These are the numbers of potential issues that Closing Insight has found.

The Analytics Results area will then display where the discrepancy is located on the portal.

When users click on the actual flag or finding message, they'll be automatically re-routed to the specific area of where the discrepancy is found allowing users to make a decision on whether they agree or disagree with that value. This is what is called the collaboration or the reconciliation of the Closing Disclosure. We'll discuss with greater detail in a later section.

In addition to that, there are different types of messages and they are also identified with a symbol:

- **Findings** alert users that:
  - Information in that field does not match (Comparison messages).
  - There is a difference between the Lender and Provider information.

- **Flags** notify users that information in that field is:
  - Incomplete (Completeness messages).
  - There is missing data in that field.
  - Invalid (Validation messages).
  - There is invalid data or values in that field.
Where can I view the Flags and Findings?

The buttons above the Analytics Results list in the Closing Insight portal allow you to view the Flags and Findings.

- These are toggle buttons that you can click to display or hide messages.
- Only Findings messages are displayed by default.
- To view Flags and/or Deferred messages, click on the appropriate button.
- Click the View All link to switch to a consolidated view of Flags and Findings. Click here to review details around consolidated Flags and Findings.

The messages are grouped together by the section of the Closing Disclosure. The sign next to the section title in the Analytics Results list indicates that Flags or Findings are contained in that section.

In the example below, the Findings button is highlighted (blue) and has a value of 10.

- The value represents how many findings Closing Insight found that need review.
- To review the detailed findings, click on the area within the Analytics Results that is represented with a symbol.
  - In this example, the Closing Information section has discrepancies.
  - We’ll discuss with greater detail, how to manage these discrepancies in the next section.
  - If no flags or findings are present for a given section, the sign will not appear next to that section name.

The Flags & Deferred buttons are not highlighted (gray). To view the Flags, click on the button to select it. Similarly, the value on the button represents how many Flags there are, in this case, there are 0.

The Deferred button will only contain a value if a specific action is taken with a flag or finding. We’ll discuss with greater detail in the section How Do I address Flags and Findings.
Steps to Manage Flags and Findings

As collaboration takes place and parties reconcile the Closing Disclosure information, users will work through these possible discrepancies through the Analytics Results area. This process will continue back and forth until the Lender decides the session is complete.

The Lender will be the responsible party for finalizing the Closing Insight session and provide the Closing Disclosure to the Provider once it’s ready.

**Step 1:** After adding or updating Closing Disclosure information, click the Save & Analyze link.

**Step 2:** Once the comparison is complete, the page will display the number of Flags and/or Findings within the Analytics Results section.

**Step 3:** To review a Flag or Finding, click the □ sign next to the section title within the results list to expose the full message.

**Step 4:** Or click the View All link to view a consolidated list of Flags and Findings. Click here to review details around consolidated Flags and Findings.

**Best Practice:**

- It is recommended to address Comparison messages first, as they may clear related Completeness or Validation messages.

**Note:**

- Summaries of Transactions or Payoffs & Payments will display based on the chosen loan purpose. (i.e. Purchase vs. Refinance)

**Note:** Click here to view some examples of the different Flag & Finding messages.

**Step 5:** Take action with the discrepancy. Once users click on the □ sign, there will be a short message informing users where the discrepancy is.

**Best Practice:**

- Click on the Flag or Finding message when displayed to be automatically redirected to where the discrepancy is.
Once the users click on the Flag or Finding message, a pop-up with more information will be presented.

Users **must** review the information within the message and determine if they **agree** with the opposite party or **defer** the message if they **do not agree**. The next section will provide more detailed guidance.

Make your selection from the dropdown, add comments (optional) and then click **Submit**.

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**Best Practices:**

- Add comments in the comment box if you are deferring the message. This means the user is not in agreement with the opposite party.
- If a discrepancy is in question, users may click the All Field Comments & Activity link to display all history of comments which may include reasoning from the opposite party.

**TIP:** Users should NOT drive the collaboration with the intention to clear every flag or finding.

As users make changes to data, there is a high probability they will create a new flag or finding. This is the expected behavior as the users want to submit that information to the opposite party so that they may address it on their side of the collaboration.

Therefore, after changes are made and data is analyzed, if there are messages as a result of your information change, there is no need to take an action on your own change.
How do I address Flags and Findings?

Review the message and determine the appropriate action to take:

- **Accepting** the other party’s value will:
  - Automatically update the field with that value.
  - Removes the message from the list of Flags or Findings.
  - Decreases the count from the corresponding button.
  - Should you need to redisplay the message, click on the field (only applies to Findings).

- **Deferring** will:
  - Leave your information currently shown in the field and reclassify the message as Deferred.
  - This should be used if you believe your value is correct for that field and the other party needs to update their data to match yours.
  - Message will be categorized to the Deferred button
    - This is a temporary move of the message. Once users submit data, the message will be reclassified as a flag or finding for the opposite party to review and take action.

- A **Deferred Always** message will remain deferred even after submitting to the other party or navigating away from the portal. Think of Deferr Always as an Ignore or Override option that can be used when your data does not match the other party’s, but neither party plans to take action to correct it.
  - Example
    - Lender has a $10 fee called Flood Fee, payable to ABC Flood Cert.
    - Provider has a $10 fee called Flood Certification Fee, payable to ABC Flood Cert.

  Both parties are talking about the same fee and agree on the amount and payee, but each system has a different name for the fee. In this case, the users can select Defer Always so this Finding will not be presented to them again.

  Later, if the Lender or Provider changes the value for this item (for example, if the amount changes from $10 to $15), the Finding will be moved out of the Deferred column and will go back to the Findings column to alert the user that something changed after they selected Defer Always.

- Users may click on the Deferred button to review the Defe and Defe Always messages at any time.
  - A message that was deferred will be indicated with a green checkmark.
    - This message will be reclassified as a flag or finding when it is submitted to the other party.
  - A message that was deferred always will be indicated with a red X.
    - This message will remain in this category and not be reclassified.
How to Submit Updated Fees to the Opposite Party

Once you have entered/updated your fees in the Closing Disclosure form, you will submit them for review by the Lender/Provider.

**Save & Analyze link**

Let’s first discuss the **Save & Analyze** link.

This link is critical and has a dual purpose:

1. Works as the **Save** button.
2. Analyzes any changes made by users.

Closing Insight will not allow users to submit the most recent set of changes to the opposite party before they re-analyze the data. These two sections have a direct effect on each others functionality.

Below is an example of a Lender submitting to Provider, the process is similar for the Provider. Because the changes have not been analyzed, the **Submit to** button is inactive and the **Save & Analyze** link displays a message when the user hovers over it.

Click the **Save & Analyze** link in the upper right hand corner of the screen. You will see a green message in the upper right corner of the screen stating **Order Successfully Analyzed** when complete.

The **Submit to** button will now be active.

**Best Practice:**

It is recommended users do a quick review of the flags and findings to ensure new discrepancies did not arise from changes. As a reminder, if the messages are a result of your information change, there is no need to take an action on your own change.
Make the applicable selection based on the state of the Closing Disclosure.

A message will appear in the upper right corner of the screen stating **Confirm Delivery has been submitted.** This is confirmation that updated changes have been submitted to the opposite party.
Types of Analytics Messages

This section will provide more information about the types of Flags and Findings:

**Flags** *(Completeness & Validation messages):*  
Based on the message, make the necessary adjustments to the information or choose to **Defer** or **Defer Always** from the dropdown.

**Findings** *(Comparison messages):*  
There are two styles: **Single Value** or a **Set of Values**.

- A **Single Value** message is used when the information can be accepted stand alone.
- A **Set of Values** message is used when multiple related fields together make up an entry on the Closing Disclosure. Examples include: a fee, an adjustment and/or an escrow item (see next page).

**Single Value Message**

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This result has one Value that does not match the opposite party's.
Set of Values Message

- The differences between Lender and Agent values will be shown in red.
- A "--" means that information was not provided.
- When you accept the other party’s or defer to your own set of values, you accept or defer the entire set of values.
- If neither the Lender’s or Agent’s information is completely accurate:
  o Accept or Defer the set of values.
  o Click on the field on the portal to update an individual value.
  o Review the information to ensure the portal now reflects the correct values.

This result has a Set of Values that do not match. In other words, there is more than one value within this field that does not match.

All values that differ are highlighted in red.
Consolidated Flags & Findings

Users can access a screen with all flags and findings by clicking on the View All link below the Findings toggle button on the portal.

Note: The View All link is only active if there are no unsaved changes on the form. If there are unsaved changes, the Save & Analyze link is enabled and the View All link is disabled. Once the user saves their changes, the View All link is enabled.

Default when you launch to the View All page is to Show All (highlighted blue). User can view one or more sections at a time by clicking on the buttons to the right. They function like toggle buttons, so they can click and unclick them to view or hide flags and findings in that section. Use the scroll bar to move up or down on the page.
Completeness, Validation and Comparison messages will appear the same as they do when viewing them individually. View Types of Analytics Messages above for more detailed information.

Flags (Completeness & Validation messages) appear like this in the consolidated view.

![Disbursement Date](image)

Single Value Findings (Comparison messages) appear like this in the consolidated view.

![Closing Date](image)

Set of Values Findings (Comparison messages) appear like this in the consolidated view.

![Fee - Title - Lender's Coverage Premium](image)
Steps to Address Flags and Findings in Consolidated View

Addressing Flags and Findings is similar however you can address them all at once, reducing collaboration time. See the How do I address Flags and Findings section above for more detailed information on the different actions.

Step 1: Review the Flag or Finding Message.
Step 2: Take Action (Accept, Defer, Defer Always) by selecting the appropriate radio button.
Step 3: Add Comments (optional). Check the Do Not Share checkbox if your comments should not be shared with the other party.
Step 4: Click the Save & Analyze button as you work and once you are done addressing all of the messages.
Step 5: Click the Back to Form button once you are ready to return to the Closing Insight Portal.
Save and Analyze keeps the user on the View All screen. They have to click Back to Form to return to the CI portal. If they click Back to Form to go back to the portal and there are unsaved changes on the View All screen, they are prompted with this message.

![Leave Page dialog box](image)

The following data is analyzed and compared when a user clicks Save & Analyze on the Closing Insight portal:

<table>
<thead>
<tr>
<th>Closing Disclosure Section</th>
<th>Fields with Analytics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing Information</td>
<td>Closing Date</td>
</tr>
<tr>
<td></td>
<td>Disbursement Date</td>
</tr>
<tr>
<td></td>
<td>File #</td>
</tr>
<tr>
<td>Loan Terms</td>
<td>Loan Amount</td>
</tr>
<tr>
<td>Closing Costs Details</td>
<td>B. Services Borrower Did Not Shop For</td>
</tr>
<tr>
<td></td>
<td>C. Services Borrower Did Shop For</td>
</tr>
<tr>
<td>Other Costs</td>
<td>E. Taxes and Other Government Fees – All fields</td>
</tr>
<tr>
<td></td>
<td>F. Prepaids – All Fields</td>
</tr>
<tr>
<td></td>
<td>G. Initial Escrow Payment at Closing – All Fields</td>
</tr>
<tr>
<td></td>
<td>H. Other – All Fields</td>
</tr>
<tr>
<td></td>
<td>I. Total Other Costs – All Fields</td>
</tr>
<tr>
<td></td>
<td>J. Total Closing Costs – All Fields</td>
</tr>
<tr>
<td>Summaries of Transactions</td>
<td>K. Due From Borrower at Closing – All Fields</td>
</tr>
<tr>
<td></td>
<td>L. Paid Already by or on Behalf of Borrower at Closing – All Fields</td>
</tr>
<tr>
<td></td>
<td>M. Due to Seller at Closing – All Fields</td>
</tr>
<tr>
<td></td>
<td>N. Due from Seller at Closing – All Fields</td>
</tr>
<tr>
<td>Contact Information</td>
<td>Real Estate Broker (B) – All Fields</td>
</tr>
<tr>
<td></td>
<td>Real Estate Broker (S) – All Fields</td>
</tr>
<tr>
<td></td>
<td>Settlement Agent – All Fields</td>
</tr>
</tbody>
</table>
## Change Record

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Impacted Section</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>3/13/15</td>
<td>All Sections</td>
<td>Initial draft</td>
<td>S. Vizcarra</td>
</tr>
<tr>
<td>1.1</td>
<td>4/1/15</td>
<td>All Sections</td>
<td>Edits to functionality and appearance</td>
<td>S. Vizcarra</td>
</tr>
<tr>
<td>2.0</td>
<td>3/16/16</td>
<td>All Sections</td>
<td>Updates to functionality</td>
<td>D. Irby</td>
</tr>
<tr>
<td>3.0</td>
<td>5/4/17</td>
<td>All Sections</td>
<td>Updated template</td>
<td>D. Irby</td>
</tr>
<tr>
<td>4.0</td>
<td>11/01/17</td>
<td>All Sections</td>
<td>Updated template</td>
<td>D. Irby</td>
</tr>
</tbody>
</table>
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