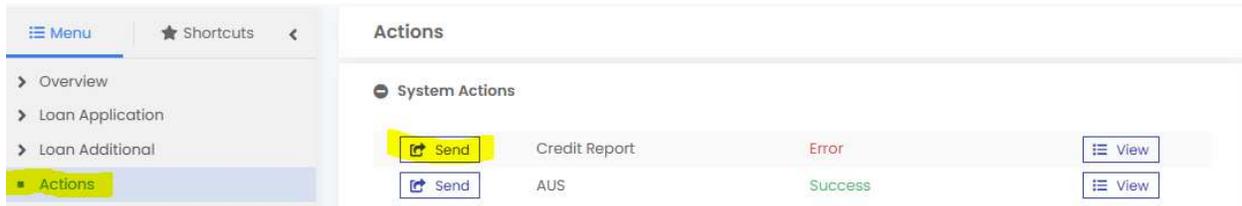
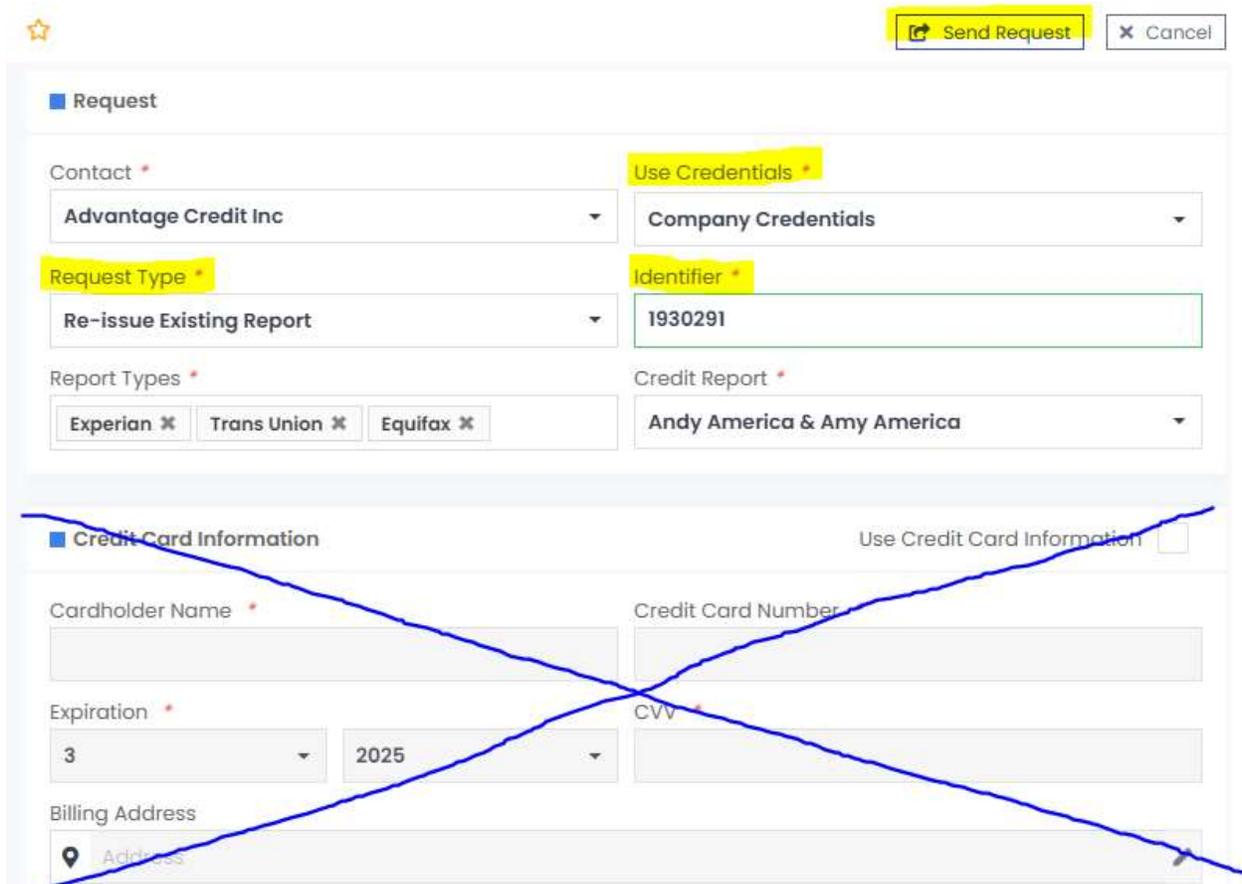


How to Import a Credit Report in Lendingpad:

Step 1: Select the *Actions* tab on the left menu bar. Navigate to *System Actions* and press the *Send* button next to Credit Report.



Step 2: On the next menu, start with the *Use Credentials* dropdown. Select *My Credentials* if you have your own login(s) with your credit provider. If everyone at your company uses the same account, leave this as *Company Credentials*. For the *Request Type* dropdown, select *Re-issue Existing Report*. Enter the file number of the report with your credit provider in the *Identifier* field. Under *Credit Report*, select which borrower(s) the report is for. Ignore the *Credit Card Information* section. Press *Send Request* when done.

A screenshot of the Lendingpad 'Request' form. At the top right, there is a 'Send Request' button highlighted in yellow and a 'Cancel' button. The form is divided into sections. The 'Request' section includes: 'Contact' dropdown set to 'Advantage Credit Inc'; 'Use Credentials' dropdown highlighted in yellow and set to 'Company Credentials'; 'Request Type' dropdown highlighted in yellow and set to 'Re-issue Existing Report'; 'Identifier' text field highlighted in yellow and containing '1930291'; 'Report Types' buttons for 'Experian', 'Trans Union', and 'Equifax'; and 'Credit Report' dropdown set to 'Andy America & Amy America'. The 'Credit Card Information' section is crossed out with a large blue 'X' and includes fields for 'Cardholder Name', 'Credit Card Number', 'Expiration' (set to '3' and '2025'), 'CVV', and 'Billing Address'.

Step 3: The system will now import the credit report from your credit provider. It will also update the liabilities in the file automatically. You can view the credit report after importing by selecting *View* under *System Actions* or by navigating to the *Documents* tab on the left and selecting the *Credit Report and Liabilities* dropdown.



TROUBLESHOOTING and FAQs:

- **Error: Login Failed** – This means your saved login credentials with the credit provider are invalid, or don't match the credentials saved in LendingPad. The first step is to confirm you can login directly on your credit provider's website. This error is the result of an expired password. If your login with the provider works, take note of the username and password. Go to LendingPad and select your name at the top right of the *Dashboard* tab. Select *Profile* and then *Edit Profile* on the next page. Select the *Actions* tab on the Edit Profile page and enter your login credentials in the corresponding fields for the credit provider.
- **Other Less Common Errors** – For a full list of credit errors and possible solutions, visit <https://lendingpad.com/kb/credit-credentials>