

Client Training HQ

2024 Mortgage Solutions and Enhancements

Verification Insights Portal™ (VIP) Upgrade

The Verification Insights Portal™ (VIP) is a redesigned interface of theworknumber.com, which offers an enhanced service and support experience of The Work Number® as well as other Equifax® Verification Service solutions. See **Appendix A** for a summary of this platform.

Pre-Close Verifications of Employment

After sunseting some of our solutions in 2024, there are now two pre-close Verifications of Employment solutions: **Employment Select+™** and **Reverify**. These solutions better align features across the solution suite and with GSE guidelines; both have a 35-day look-back window, and both include current or previous record(s). See **Appendix B** for a comparison of these solutions.

New Solutions

Based on customer feedback we've updated two of our instant solutions – **All Employers Within 12 Months™** and **All Employers Within 24 Months™** – and added an **All Employers Within 90 Days™** solution to better help meet your needs. See **Appendix C** for a comparison of these solutions.

Asset View on Encompass

Asset View™ is a pilot, consumer-permissioned solution now available through the Encompass integration and provides information about a borrower's banking and investment accounts to help complete the application for credit process. See **Appendix D** for an overview of this solution, which is available on the Encompass integration. If you are interested in joining the pilot, please contact your Equifax Account Executive.

Growth of The Work Number

In 2024, Equifax reached significant milestones in the growth of The Work Number to include nearly **3.4 million** contributing employers and **695 million** employment records (Standardized TWN Metrics from EWS Data & Analytics, July 2024).

More Training Available!

Check out additional training resources available on our site, [Connections](#).

Appendix A

Verification Insights Portal (VIP) offers:

- A redesigned user experience of theworknumber.com
- An enhanced service and experience
- Many of the same features and functions plus additional benefits

What remains the same?	What is changing?
Accessing The Work Number Website • theworknumber.com • Same credentials	Enhanced User Experience • Visual cues during ordering ◦ Description of each solution • Enhanced report display ◦ Red Download Report button ◦ Order History tab • Self-service features
Requesting Verifications • SSN input and alternative search function* • Billing • ABLN* • Network Verifications*	Ability to View Orders from the Classic Experience • Orders viewable for remainder of viewing window in VIP • Request ABRN and Reverify* for orders placed in Classic Experience
Viewing the Verification Report • PDF copy available • Order History search • ABRN and Reverify*	VIP Solutions Available • Please see the Equifax email issued to your organization relating to VIP solution availability

*Available if currently contracted for these features/services.

Please see the [Introduction to Verification Insights Portal \(VIP\): Mortgage](#) on-demand video on the [Mortgage page](#) on Connections for further information.

Appendix B

This chart compares the two available **Pre-Close Verification of Employment (VOE)-only** solutions: the stand-alone solution **Employment Select+** and the **Reverify** solution, which must be ordered AFTER an initial verification.

	Employment Select+	Reverify
Records Included	One or more VOE records returned	Only one specific VOE record from a previous VOI or VOE order
Date Range	35 Days	35 Days
Status(es)	All Current and/or Previous employers	One Current or Previous employer
Ordering Process	Stand-alone order	Requires a reference number from a previous VOI or VOE order

Data provided is based on availability.

Please see the [Mortgage Solutions](#) on-demand video on the [Mortgage page](#) on Connections for further information.

Appendix C

This chart compares the three solutions updated and added in 2024: **All Employers Within 12 Months**, **All Employers Within 24 Months**, and the new **All Employers Within 90 Days**.

	All Employers Within 90 Days	All Employers Within 12 Months	All Employers Within 24 Months
Records Included	All Current and/or Previous employers <= 90 days	All Current and/or Previous employers <= 12 months	All Current and/or Previous employers <= 24 months
Verification Type	VOE or VOI	VOE or VOI	VOE or VOI
Receipt	Yes	Yes	Yes
Billing Type	Status-based	Status-based	Status-based

Please see the [Mortgage Solutions](#) on-demand video on the [Mortgage page](#) on Connections for further information.

Appendix D

The chart below explains what is provided in the new **Asset View** mortgage solution on the Encompass integration.

Asset View Solution Overview	Encompass
PC and mobile ready with end-to-end data encryption	✓
Easy to use borrower email flow with lender branding	✓
Banking and investment accounts supported	✓
Cash balances and transactions supported	✓
60-day or 12-month history report options	✓
Unlimited refreshes for 60 days from initial order	✓
Custom date history report option	✓
Enhanced order tracking	✓
Non-cash/value of account holdings (i.e., stocks and bonds)	✓

This graphic explains the three-stage process for a lender and borrower in order to complete an Asset View request. Please see the [Asset View for Encompass Clients](#) on-demand video on the [Mortgage page](#) on Connections for further information.

Three-Stage Process



1

Lender sends request



2

Borrower completes
email flow



3

Lender retrieves report

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.