

Responding to My Information Requests

This guide will cover the 3 different ways you can respond to your info requests in cases where you are the assigned person to respond to the info request.

When you receive an info request, it'll either be a request for information or request for documentations.

GRANITE

Responding to My Info Requests

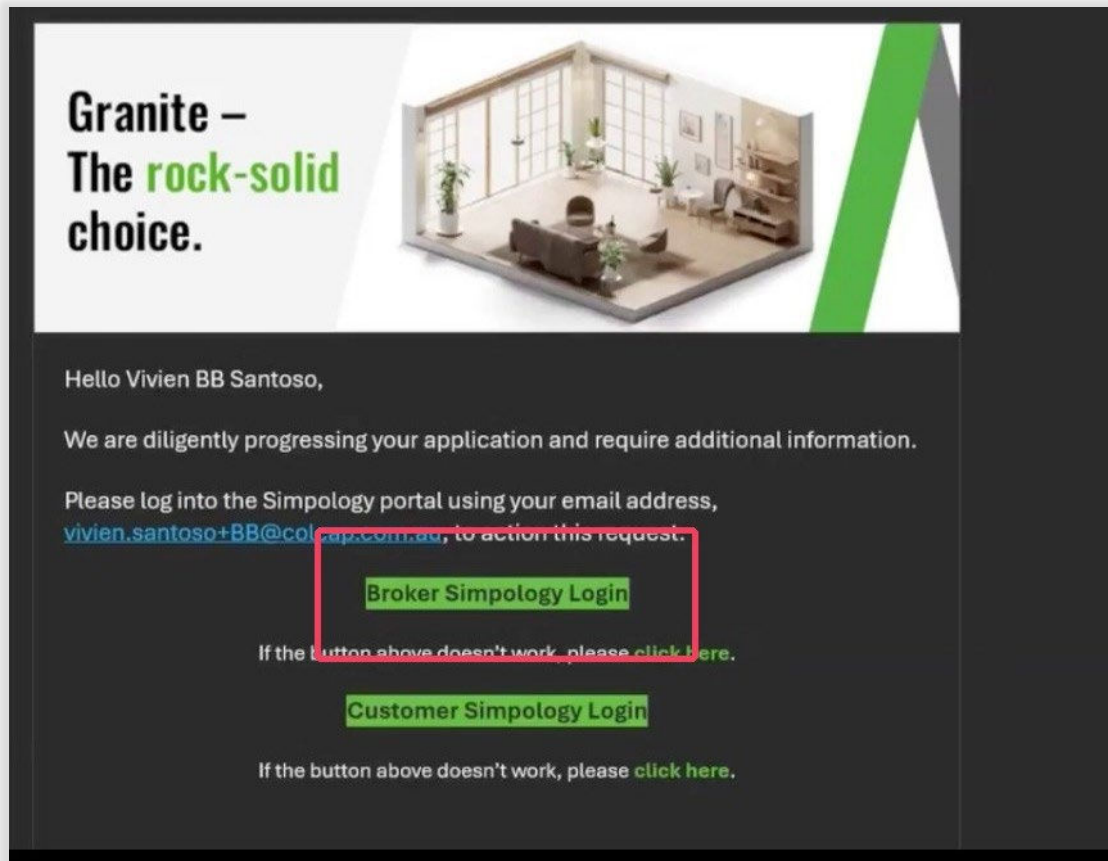
1. Method 1 - Responding via email link requesting for missing documents

GRANITE

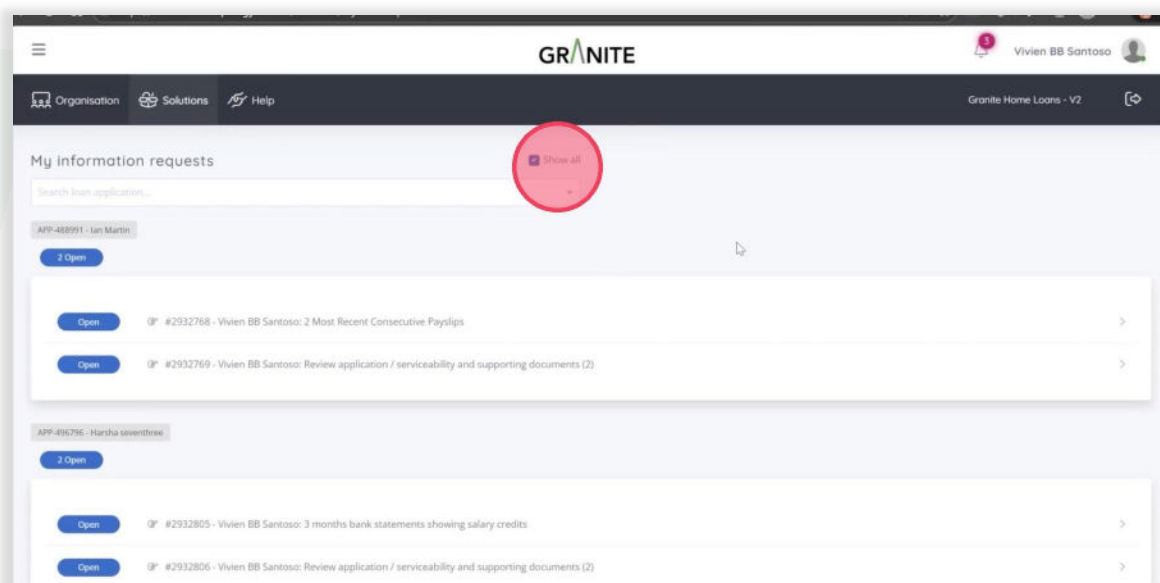
Email Link
Attach Documents



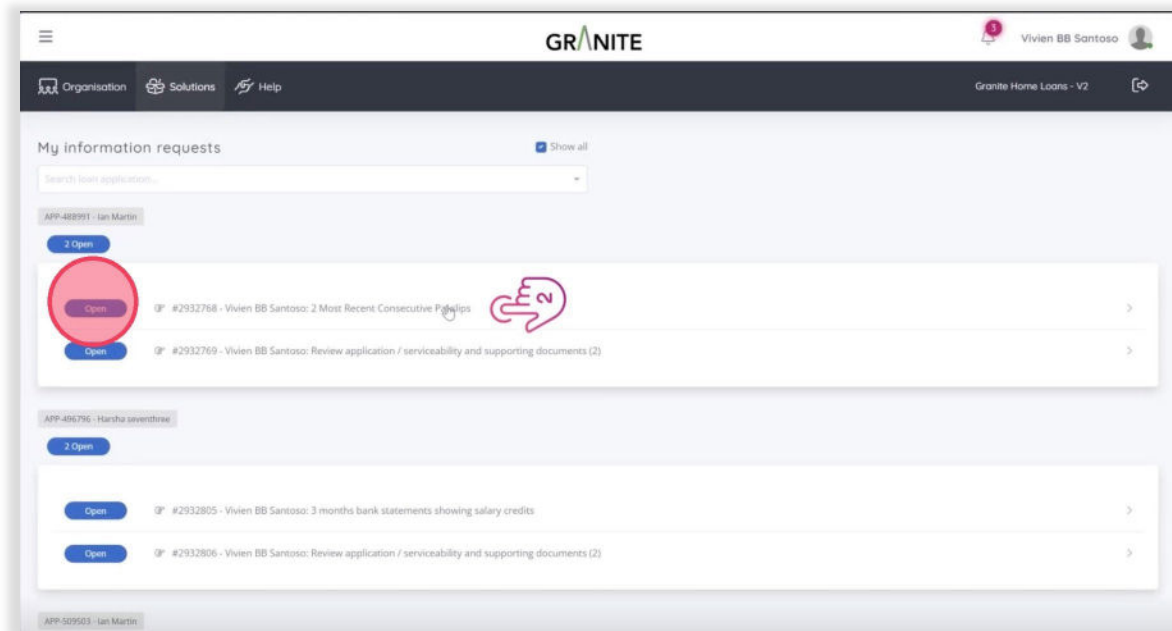
2. You receive an info request, you'll see an alert pop up in your inbox.
Click the first button **Broker Simpology Login** which is for Mortgage brokers and and Mortgage Managers.



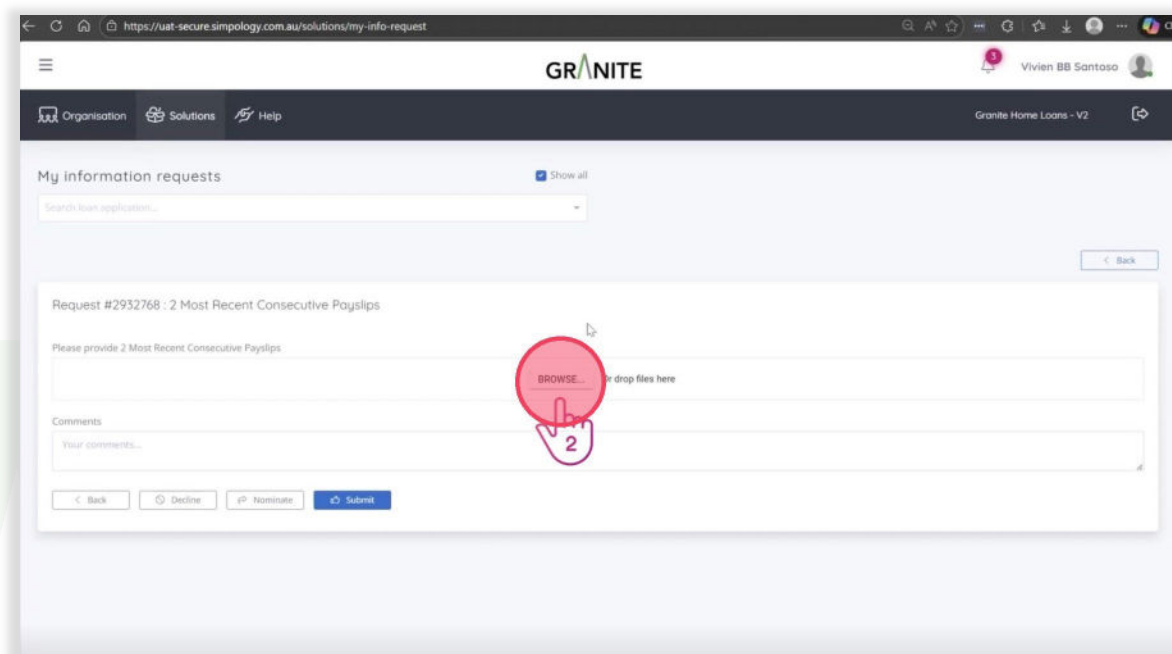
3. You'll be taken to "my Info Request" page.
Select **show all**. This will show all requests you need to work on. It'll be sorted by application.



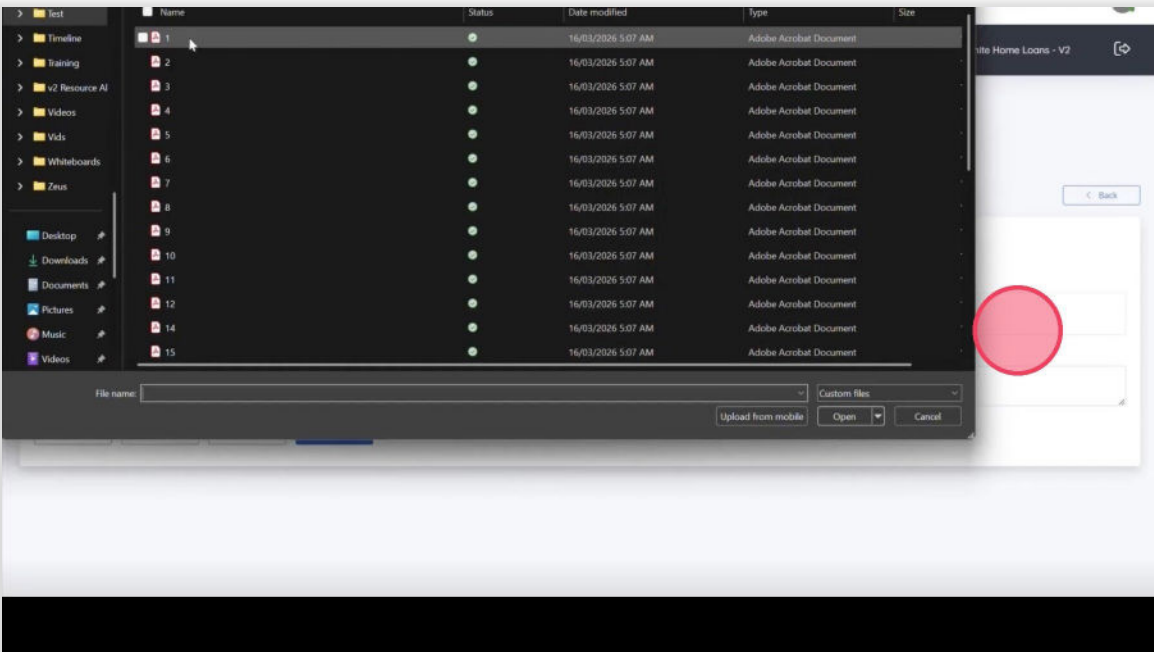
4. Select **Open** button to see what the lender is looking for.
The request here is for 2 recent payslips.



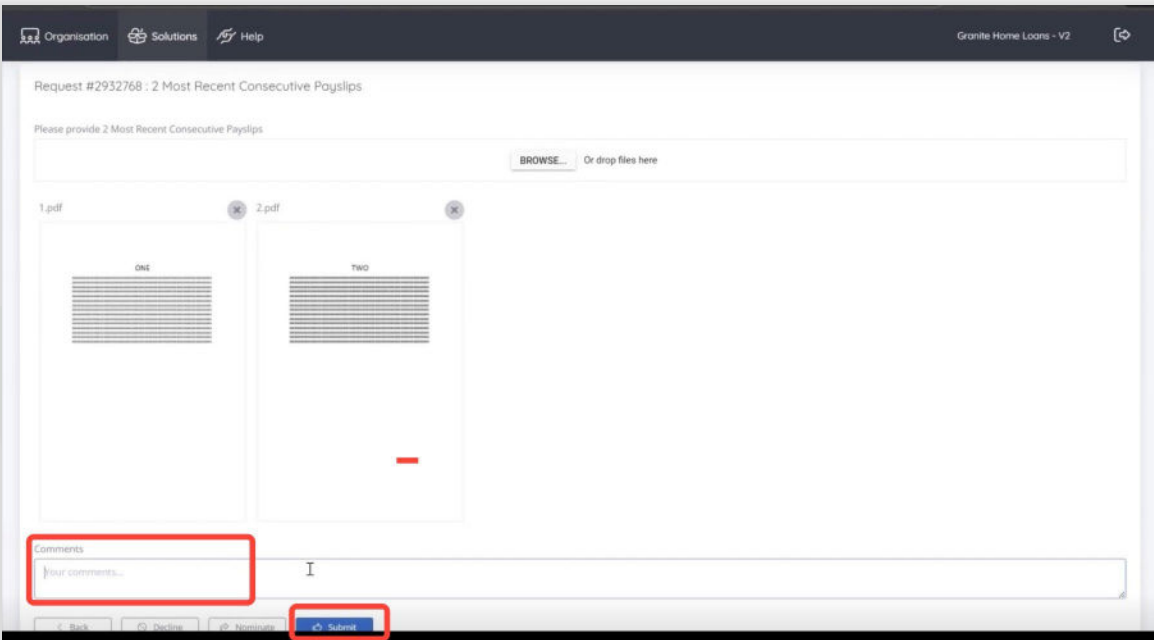
5. Select **Browse** to upload your documents.



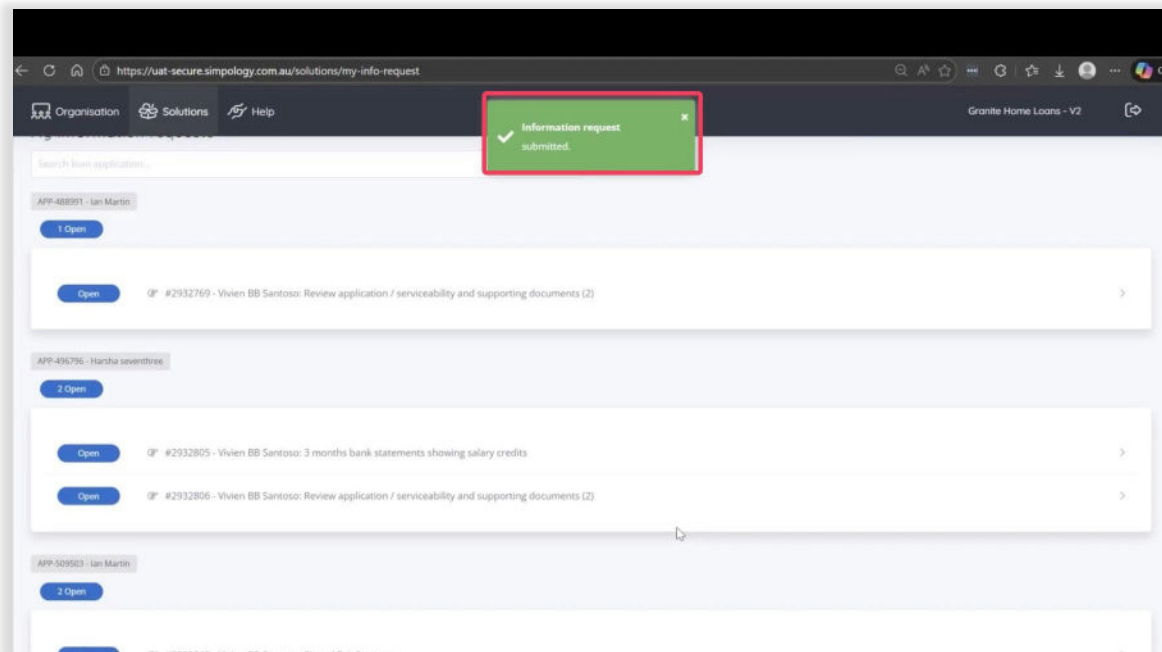
6. Attach your documents.



7. You have the option to add comments.
Click **Submit**



8. Your response to Info Request has been submitted.

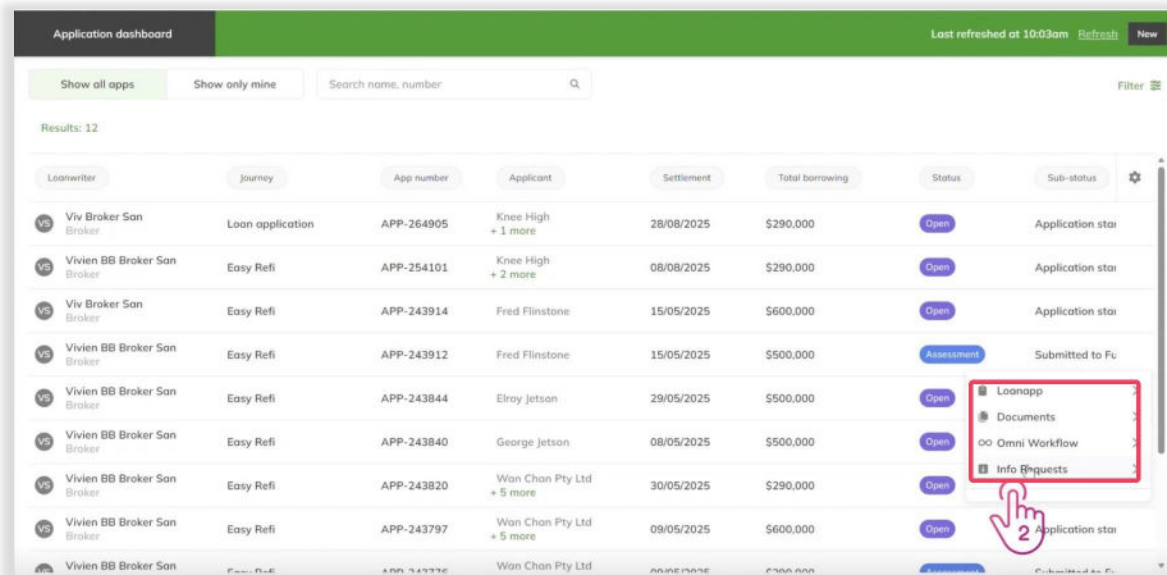


9. Method 2 - Responding via Dashboard.

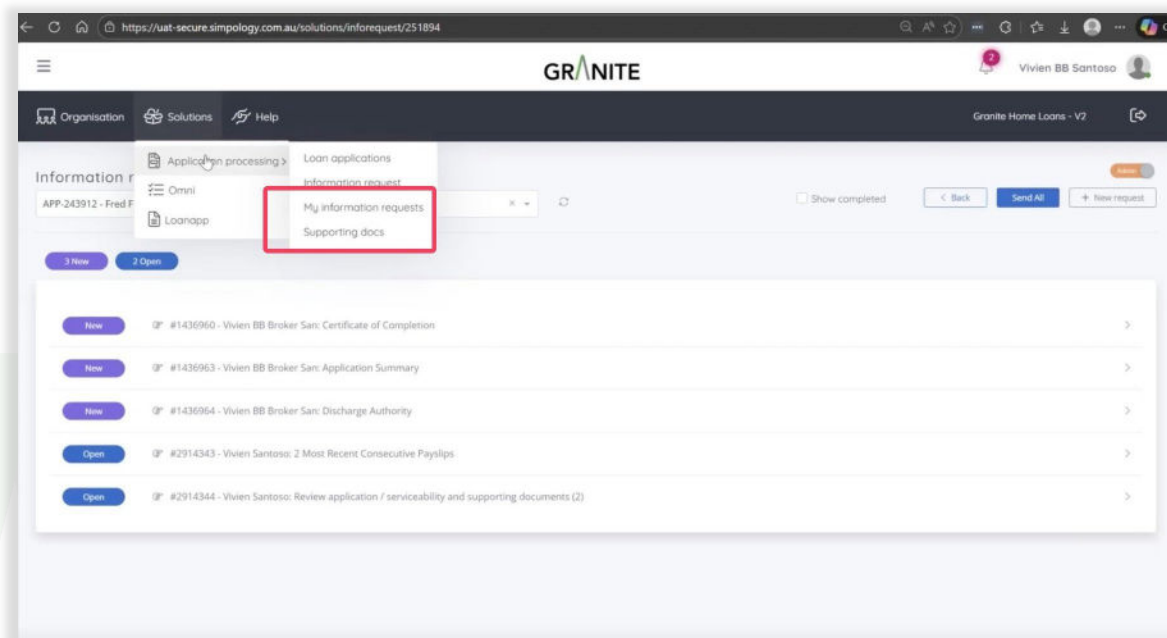
Let's now look at how to respond to my info request via your dashboard.



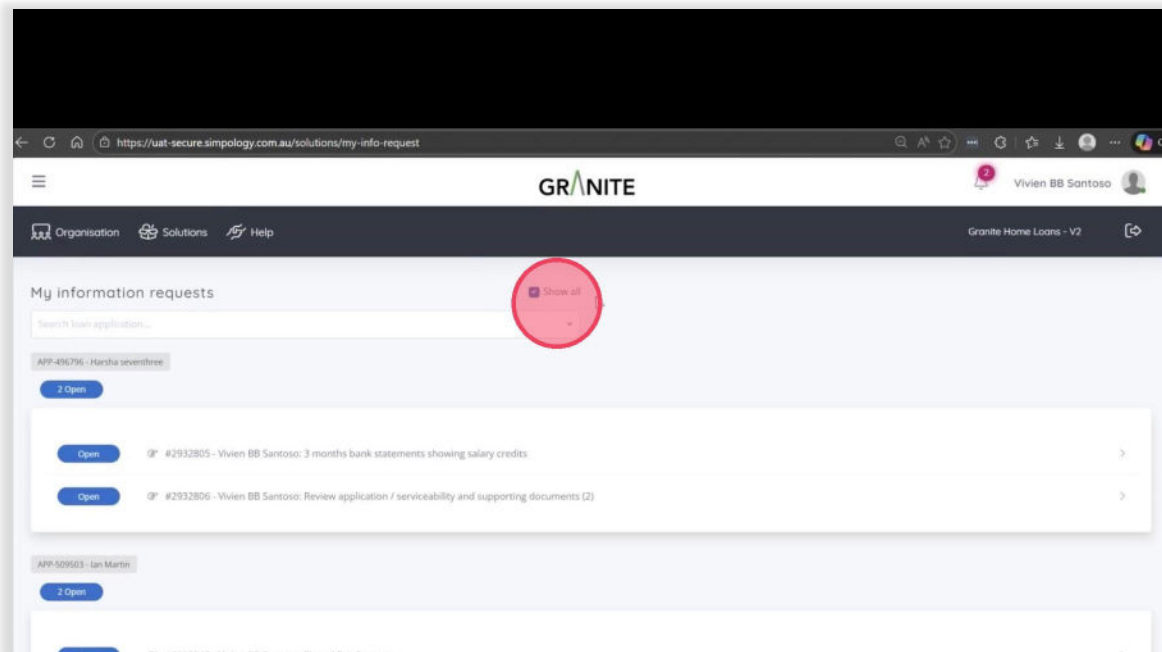
- From your dashboard, find the info request you want to action.
Click the 3 dots corresponding to the info request and select **Info Requests**.



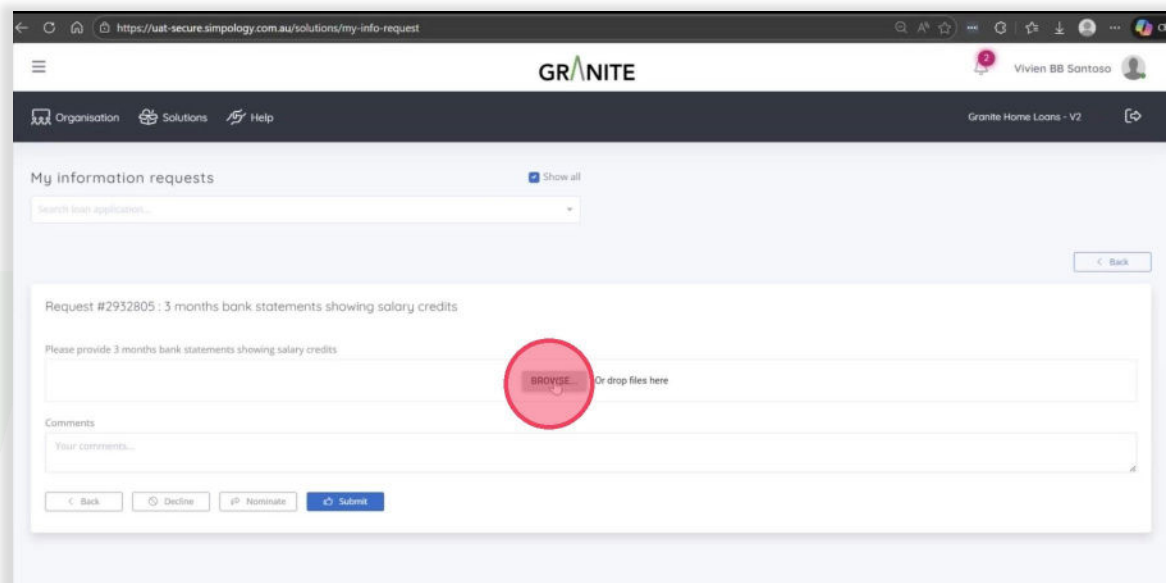
- This is the customer facing page. You can not respond on this page.
Select **Solutions > Applications Processing > My Information Requests**



12. Remember to select **Show all**.



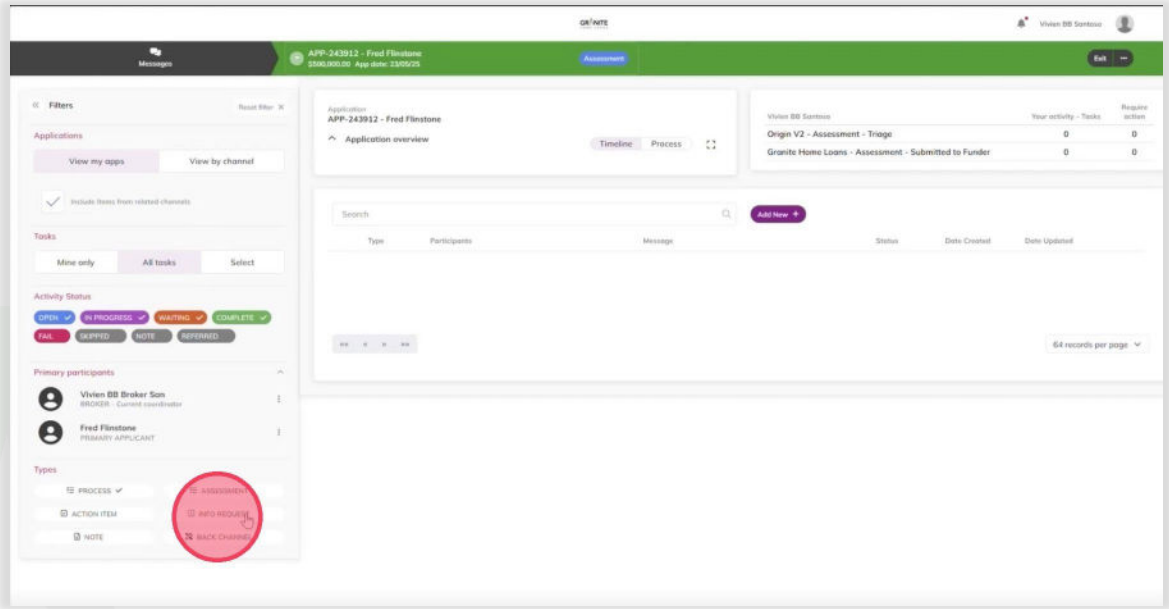
13. Select **Browse** to upload your documents.
Add **Comments** if required. Note this is optional.
Once your documents are uploaded, select **Submit**.



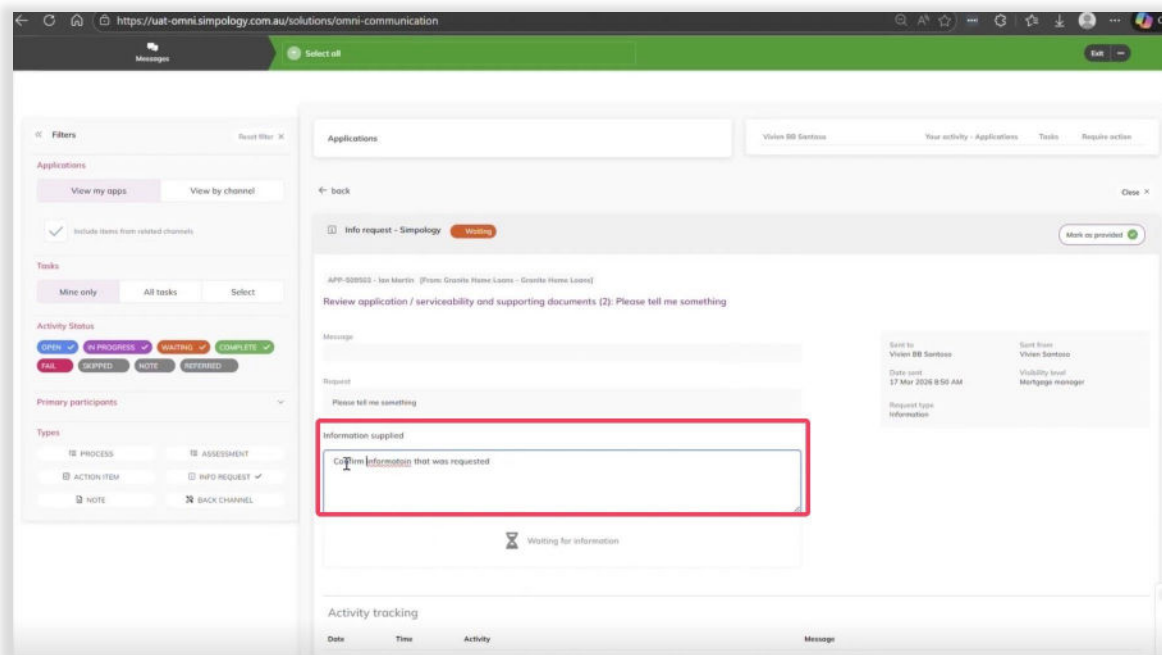
- 14. Method 3 - OMNI Workflow
Let's look at how to respond via OMNI workflow.



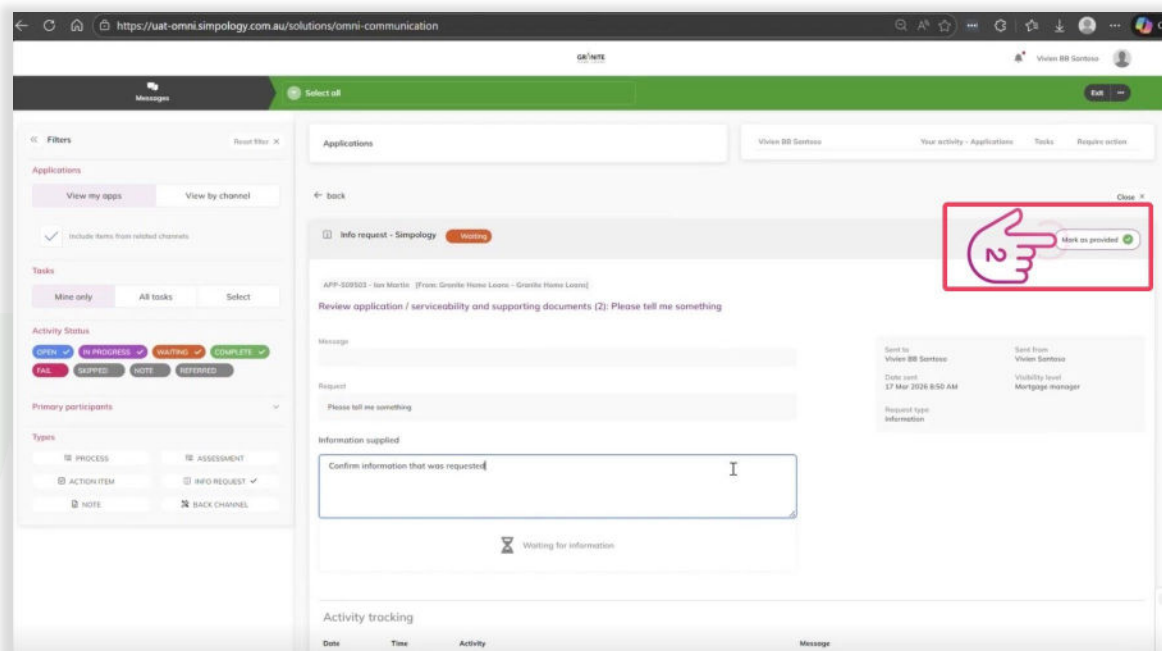
- 15. On the left side under **Types** select **Info Requests**.



16. Respond to the info request. In this request, you are required to provide information only.



17. Select **Mark as Provided**. This updates the system immediately and everyone knows the request has been responded.



In Summary, there are three ways you can respond to My info request. The request will either require information or documents attached.

