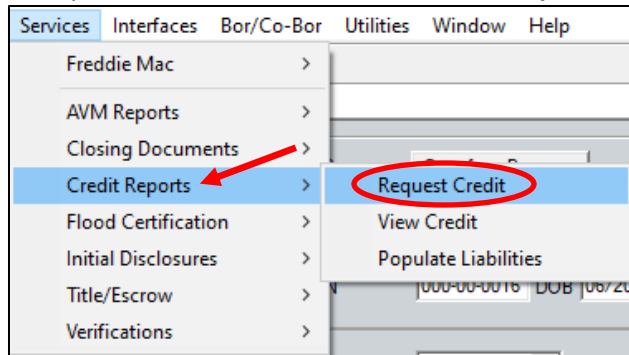


Upgrading a CIS credit report in Calyx Point

From within the Borrower file in Calyx Point, select the **Services > Credit Reports > Request Credit:**



On the following screen, ensure **CIS** appears in the Credit Agency field. Select **Upgrade Existing Report** under Request Type. Make sure the existing CIS file number is populated in Credit Reference Number. **Select additional credit bureaus or input co-borrower details**, as required to update the existing file with the information required. After input fields are complete and reviewed for accuracy, select **Submit**:

A screenshot of the 'Credit Report Request' form. The form is divided into several sections:

- Credit Agency:** A dropdown menu showing 'CIS' (highlighted in yellow). Below it is the phone number '(800) 275-7722' and a link 'Getting Started'.
- Report Type:** A dropdown menu showing 'Credit Report'. Below it are checkboxes for 'Equifax', 'Experian', and 'TransUnion'. A red arrow points to the 'Equifax' checkbox with the text 'Select additional credit bureaus or input co-borrower details, to upgrade report'.
- Request Type:** Radio buttons for 'Order New Report', 'Re-issue Existing Report', 'Upgrade Existing Report' (selected), and 'Retrieve Updated Report'.
- Credit Reference Number:** A text field containing '10308853' (highlighted in yellow).
- Requested By:** An empty text field.
- Payment:** A checkbox for 'Pay by credit card' with an 'Enter Credit Card' button, and a checked checkbox for 'Copy credit report liabilities to this 1003'.
- Abby X Testcase:** A form with fields for Name (Abby X Testcase), SSN (000-00-0014), Birth Date (12/15/1968), Age (51), Home Phone (555-222-1111), Present Addr. (918 D Street), City (Anthill), State (MO), and Zip (65488).
- David C Testcase:** A form with fields for Name (David C Testcase), SSN (000-00-0016), Birth Date (12/15/1962), Age (57), Home Phone (555-222-1111), Present Addr. (918 D Street), City (Anthill), State (MO), and Zip (65488). A 'Copy from Borrower' button is present.
- Buttons:** 'Submit' (circled in red) and 'Cancel' buttons at the bottom.

On the following screen, make sure your **CIS username** and **CIS password** are input, then select **OK**. Your request will process, and your report will be upgraded momentarily.

A screenshot of the 'CIS Login' dialog box. It contains fields for 'User ID' (containing 'Sham') and 'Password'. There is a 'Save Password' checkbox which is checked. A 'Need Help?' section contains the phone number '(800) 275-7722' and a link 'Getting Started'. 'OK' and 'Cancel' buttons are at the bottom.