






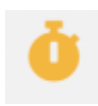

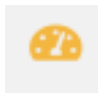

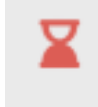


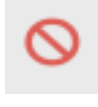
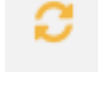

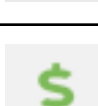


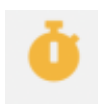

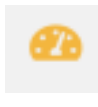



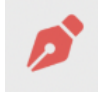


Rent Relief Portal

Relief fund status identifiers

In the rent relief platform, you'll see icons that denote the status of each disbursement. You'll likely see this come up in a few workspaces, so make sure you familiarize yourself with what each icon means.

ICON	STATUS NAME	DESCRIPTION
	Pre-Origination	Application is created, but the application wasn't completed entirely.
	Origination	Application is pending review and verification by the Originator or Property User.
	Waiting for Review	Application has been sent for review either by an Originator or a Property User; the decision to approve/reject a loan falls on the Esusu team
	Bank Account Verification	Application has been sent for bank verification; applicants must now log in to their account and link their bank accounts to complete this step.
	Signing (Underwriting) or Registration Incomplete (Customer Management)	<p>In Underwriting, this status means that the Fund Disbursement Agreement has been sent to the customer for an e-signature.</p> <p>In Customer Management, this means that the customer's registration has not been completed due to missing information (i.e., unsigned loan agreement).</p>
	Approved	Application for funds has been approved but is still pending funds disbursement.
	Disbursement in progress	Disbursement of the funds via a payment system is currently processing.

ICON	STATUS NAME	DESCRIPTION
	Pre-Origination	Application is created, but the application wasn't completed entirely.
	Origination	Application is pending review and verification by the Originator or Property User.
	Waiting for Review	Application has been sent for review either by an Originator or a Property User; the decision to approve/reject a loan falls on the Esusu team
	Bank Account Verification	Application has been sent for bank verification; applicants must now log in to their account and link their bank accounts to complete this step.
	Loan Agreement Expired	The applicant has not signed the loan agreement within the specified time frame, and the application has been canceled.
	Bank Statement Expired	The applicant has not completed the bank verification process within the specified time frame, and the application has been canceled.
	Canceled	Application or fund disbursement has been canceled, either by the Originator, the Property User, or the applicant themselves.
	Rejected	Application has been rejected (not approved).
	Reprocessing	Application has been sent for reprocessing by an underwriter. When this happens, the application record goes back to the Origination workspace. This usually occurs when the underwriter needs more information from the applicant or Property User.
	Active	Application is active and funds were disbursed. The funds are now with the applicant and they can start making repayments.
	Repaid	Funds have been paid in full and closed. Repaid funds only show up in the Archive workspace.

ICON	STATUS NAME	DESCRIPTION
	Pre-Origination	Application is created, but the application wasn't completed entirely.
	Origination	Application is pending review and verification by the Originator or Property User.
	Waiting for Review	Application has been sent for review either by an Originator or a Property User; the decision to approve/reject a loan falls on the Esusu team
	Bank Account Verification	Application has been sent for bank verification; applicants must now log in to their account and link their bank accounts to complete this step.
	Past Due	There is a past-due debt for this fund disbursement.
	Deleted Customer	The customer's data has been deleted.
	Written Off	The loan was written off by the system or manually by a Loan Servicing Specialist, and then closed.
	Locked	The customer's account has been locked (either manually via a back-end user, or automatically via system limits).
	Disbursement Failed	Disbursement of the funds via a payment system is finished unsuccessfully.