

Decision Logic – Instant Bank Verification

In an attempt to simplify our income verification process, Santander Consumer is working with *Decision Logic* to provide a quick and effective verification tool. This process will bypass the need for a pay stub in many cases and will get your customers driving sooner!

The Process

Santander Consumer can send a text message or email to your customer with a link. Once the customer clicks on the link, they will follow the instructions and steps illustrated below. Santander Consumer will be able to obtain a summary of the bank account activity for the past 90 days. We hope to see things like, consistent deposits, payroll deposits, Canadian Child Benefit, pensions, etc.

Getting Started

In order to use this tool, customers must have the following:

1. Access to online banking
2. Email address or Text messaging (Shown below)
3. Internet Access via smart phone/computer

Once you have confirmed that the customer qualifies, the first step is to contact our Income Verification department.

1-888-486-4356 x 5026

1. Please have the reference number for the approved deal ready
2. Our analysts will submit a form through Decision Logic using the applicants name and cell phone number, email address, or both.
3. Once the analyst has submitted the information through Decision Logic, the applicant will receive a text message or email in no less than 5 minutes.
4. If there is no response from the customer after 10 minutes, our income team will call the number provided to troubleshoot with the customer.

SMS Form (TEXT) Example

With the text option, the customer will receive the following SMS (text):

Dear Michael, please complete your verification request through DecisionLogic: <https://decisionlogic.com/8BRS6G>

Reply STOP to end texts



Select the Decision Logic link; the following authorization form will open, select the check box, and press 'I Agree' to proceed:



You have been asked to verify your bank account information by Santander Consumer.
I agree to the service [terms and conditions](#) and authorize the release of my bank information to Santander Consumer.
 I authorize Santander Consumer to request an updated version of my bank information at a later date (optional).

High Level Security - This service uses 256 bit encryption.

Read Only Information - The information retrieved is "read only". No one can move money using this service.

Email Form Example

With the email option, the customer will receive the following email. CLICK the link to continue.



Dear Michael Draper,

DecisionLogic is a bank account verification service in the financial services industry. Santander Consumer has requested a bank account verification to complete your financing application.

Bank account verification is a fast, secure and routine fraud-prevention measure used when applying for financing.

On average, verification takes 2 minutes or less to complete on a mobile device or desktop computer. To get started, let's find your bank. Please click this link to continue: <https://www.decisionlogic.com/PCYP45>

Thank you for your business!

Santander Consumer



This email and any attachments are confidential and may be protected by legal privilege. If you are not the intended recipient, be aware that any disclosure, copying, distribution, or use of this email or any attachment is prohibited. If you have received this email in error, please notify the sender immediately and delete this copy from your system. Thank you for your cooperation.

After the first step (email or text) the process is exactly the same with either option moving forward.

At this point the customer will be required to enter their first and last name, as well as the Financial Institution they bank with. Once the information is entered, select **Next**.



Instant Account Verification

First Name
Last Name
Bank

[I want to search for my bank](#)



Why Verify

Fast Turnaround
Get your approval much faster than using other methods.

Bigger Approvals
Your lender may be able to qualify you for a higher approval amount when you are a DecisionLogic verified borrower.

Safe and Secure

Industry Level Security
This service uses industry-level security with 256 bit encryption.

Read-Only View
Only you have control of your bank account. Information entered here is limited to read-only access.

Security
[Learn more about our security.](#)

Need Help? Contact Us

Santander Consumer
Support@SantanderConsumer.com
888-888-8888

DecisionLogic
support@decisionlogic.com
858-586-0202

During this step the customer will need to enter their Username and Password used for their online banking, once complete select **Next**

The screenshot shows the Santander Consumer 'Instant Account Verification' page. At the top left is the Santander Consumer logo. Below it is a red header with the text 'Instant Account Verification'. The main content area contains the instruction: 'Please enter the same credentials you use when logging in to your online financial institution'. A dropdown menu is set to 'WorldWide Savings Bank' with the URL 'http://www.worldwidesavings.com/login'. Below this are input fields for 'Username' and 'Password', with a 'Show Typing' link next to the password field. A checkbox is present for 'I agree to the service terms and conditions and authorize the release of my bank information to Santander Consumer.' At the bottom of the form are 'Back' and 'Next' buttons. Below the form is a three-column footer with red headers: 'Why Verify', 'Safe and Secure', and 'Need Help? Contact Us'. Each column contains text about the service's benefits and contact information.

Note: The username is sometimes the customer's bank card number, account number or a name given by the financial institution. The customer will use the exact same credentials as they use when logging in to do online banking.

If all information is accurate, the customer will be redirected to the following page, and the banking summary sent to Santander Consumer for a quick review!

The screenshot shows the Santander Consumer 'Instant Account Verification' success page. At the top left is the Santander Consumer logo. Below it is a red header with the text 'Instant Account Verification'. The main content area has the title 'Verification Status' and a green checkmark icon followed by the text: 'Success, you verified your banking information. Thank you.' Below this is a three-column footer with red headers: 'Why Verify', 'Safe and Secure', and 'Need Help? Contact Us'. Each column contains text about the service's benefits and contact information.

The customer's information will be sent to a member of our income verification team. They will review and communicate with the dealer through the portal messages. If you have any questions or concerns please don't hesitate to contact the income team, or your local Regional Manager for assistance.

In order to make things as clear as possible, it's a good idea (not mandatory) to send the income department a note about the nature of the applicant's income.

Example: The applicant is a sub-contractor! You should see consistent deposits as he is paid via cheque for each job he completes. He often completes several jobs a month. Please feel free to contact me if you need anything else. Joey B. 416-887-9987