

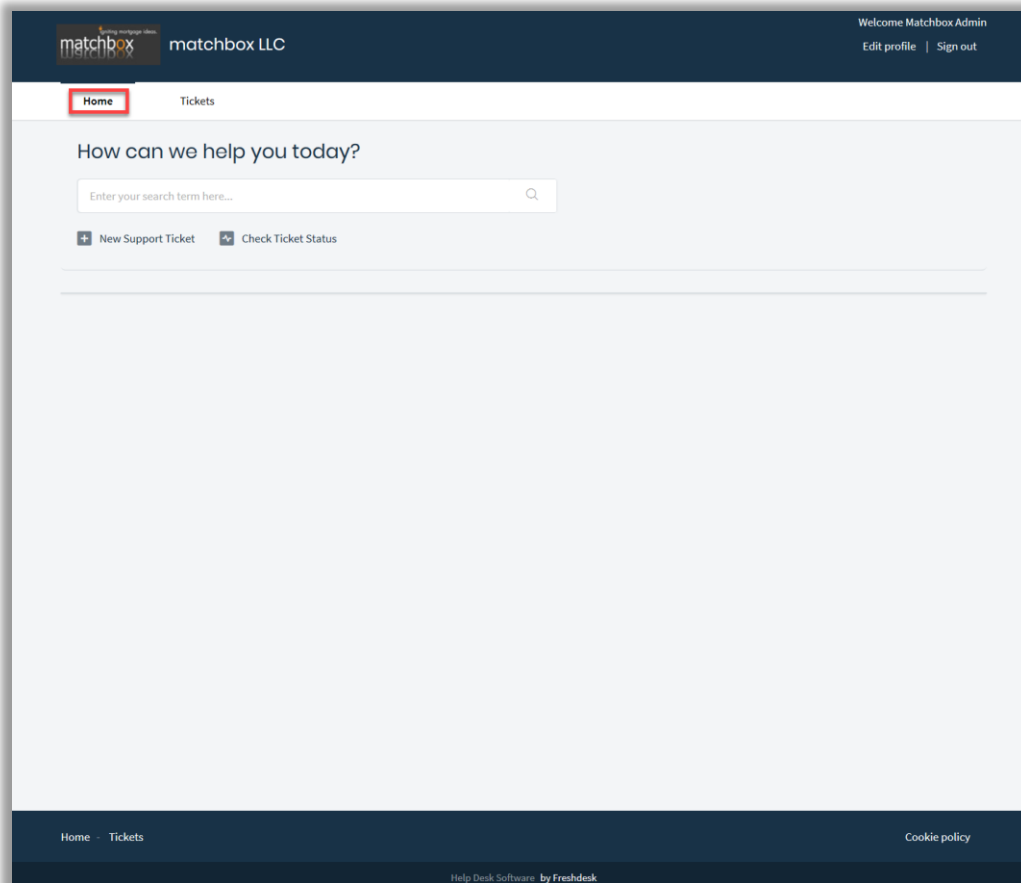


matchbox Assist Summary

The matchbox Assist Program is your virtual solution to Encompass support, system refinement, and maintenance. Tickets are submitted, tracked, and closed from this platform. Solutions to common Encompass problems, Desk Guides, training videos, community forums, etc. are available within the matchbox Assist site.

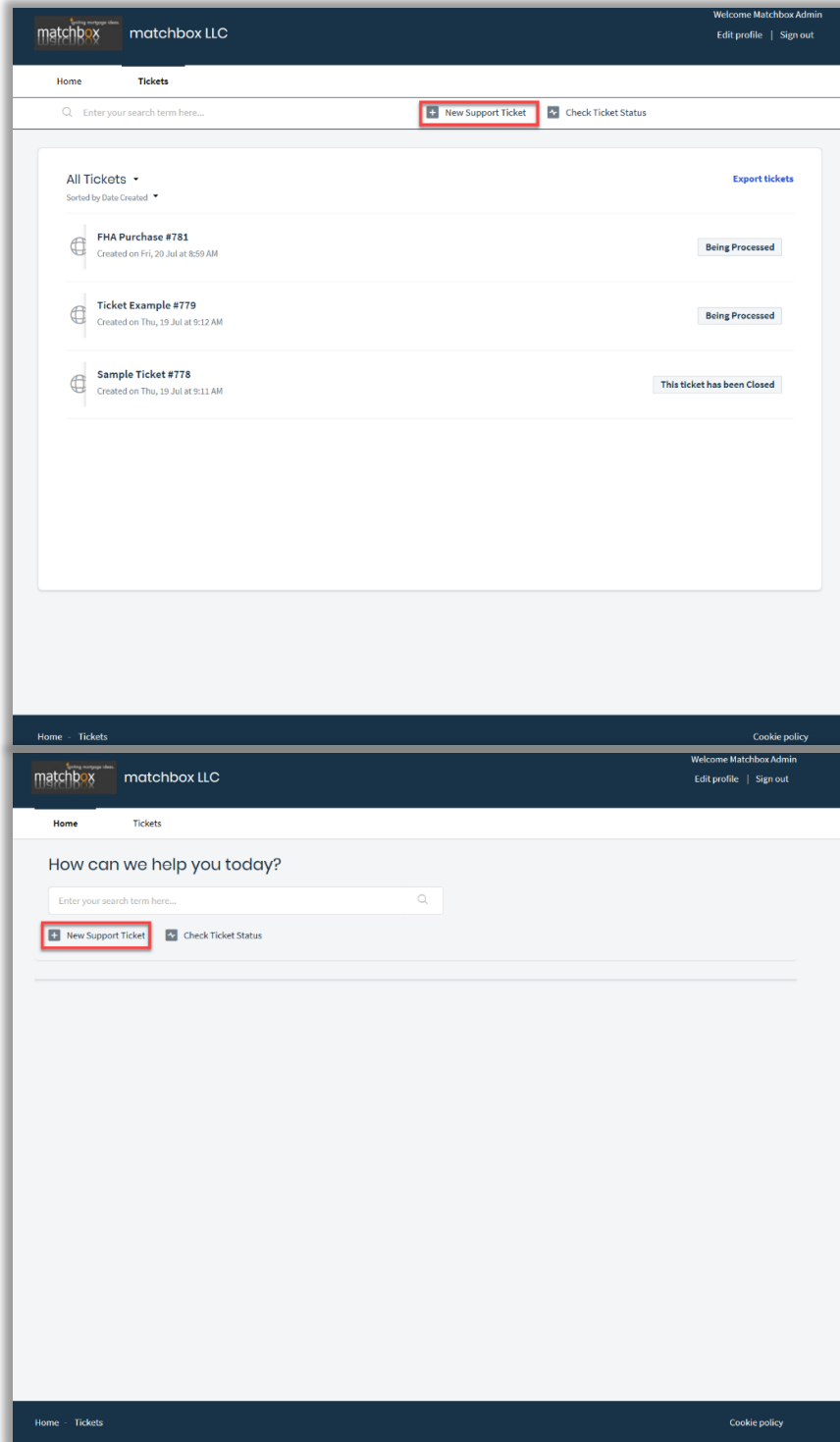
Once the site is accessed, you are taken to your “Home” Screen which defaults to your knowledge base.

Home: Default view which gives an overview of the portal and a quick search bar to search if an issue has already been solved by entering keywords.



Ticket Submission

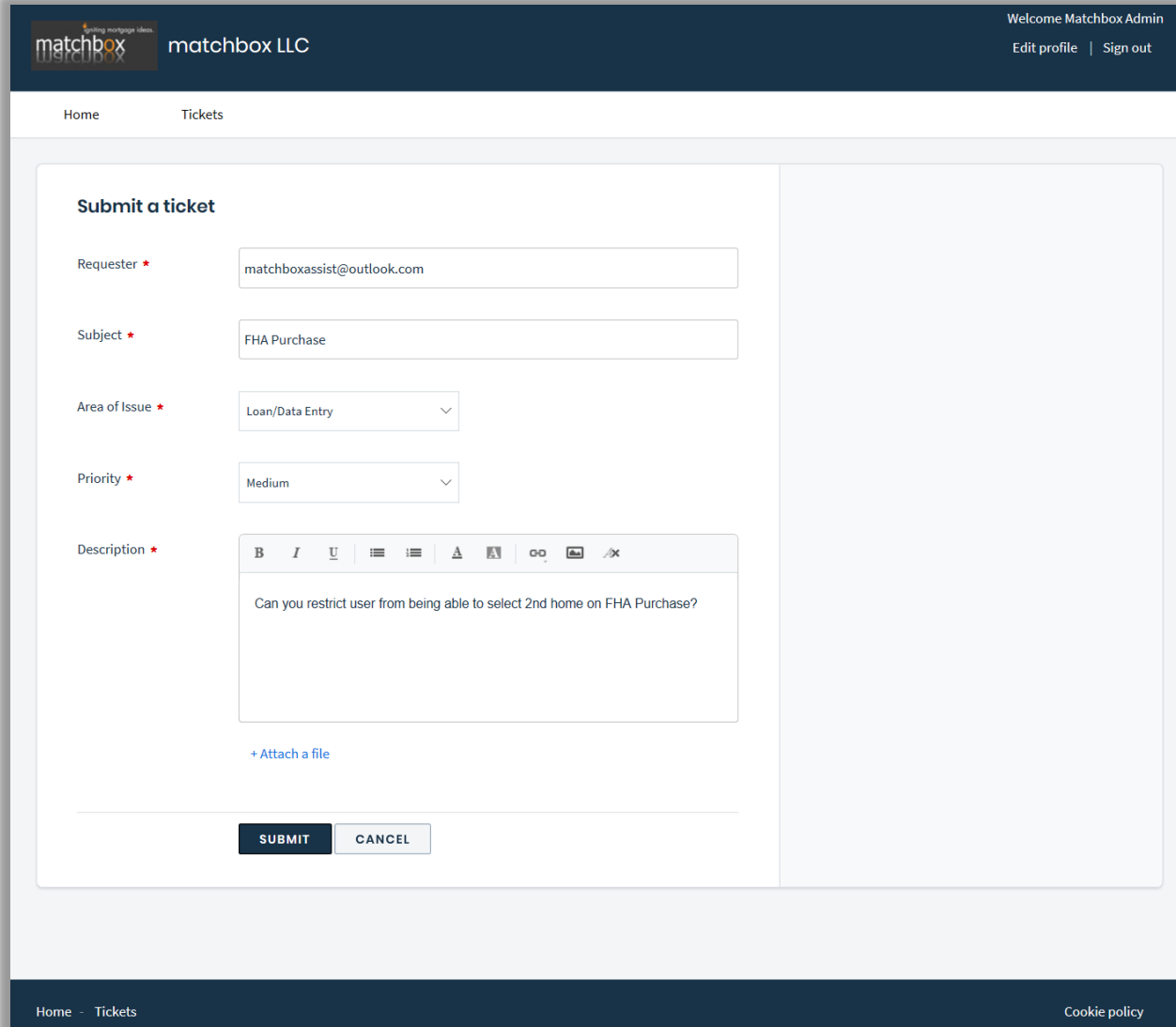
You are able to submit a ticket through either the Home Tab or the Tickets Tab. Click on “New Support Ticket” to start the submission.



Once “New Support Ticket” is Clicked, you are brought to the screen below. The required fields are starred in red.

The “Area of Issue” gives a list of options such as “Loan/Data Entry, Mavent, Disclosure Process, Appraisal Desk, Underwriting, Condo Process, Closing/Funding, HMDA, Quality Control, Secondary, Compliance, eFolder, TPO, Services, and Other.” The priority gives options of “Low, Medium, High, or Urgent.”

Lastly, try to be as specific as possible in the description and attach any screenshots of issues or problems. Once the ticket is submitted, a matchbox representative will address for resolution as quickly as possible.



The screenshot shows the Matchbox Admin interface for submitting a ticket. The header includes the Matchbox logo, "matchbox LLC", and user information: "Welcome Matchbox Admin", "Edit profile", and "Sign out". The navigation bar shows "Home" and "Tickets". The main content area is titled "Submit a ticket" and contains the following fields:

- Requester ***: Text input field containing "matchboxassist@outlook.com".
- Subject ***: Text input field containing "FHA Purchase".
- Area of Issue ***: Dropdown menu with "Loan/Data Entry" selected.
- Priority ***: Dropdown menu with "Medium" selected.
- Description ***: Rich text editor containing the text "Can you restrict user from being able to select 2nd home on FHA Purchase?". Below the editor is a link "+ Attach a file".

At the bottom of the form are two buttons: "SUBMIT" and "CANCEL". The footer of the page shows "Home - Tickets" and "Cookie policy".

Ticket Management

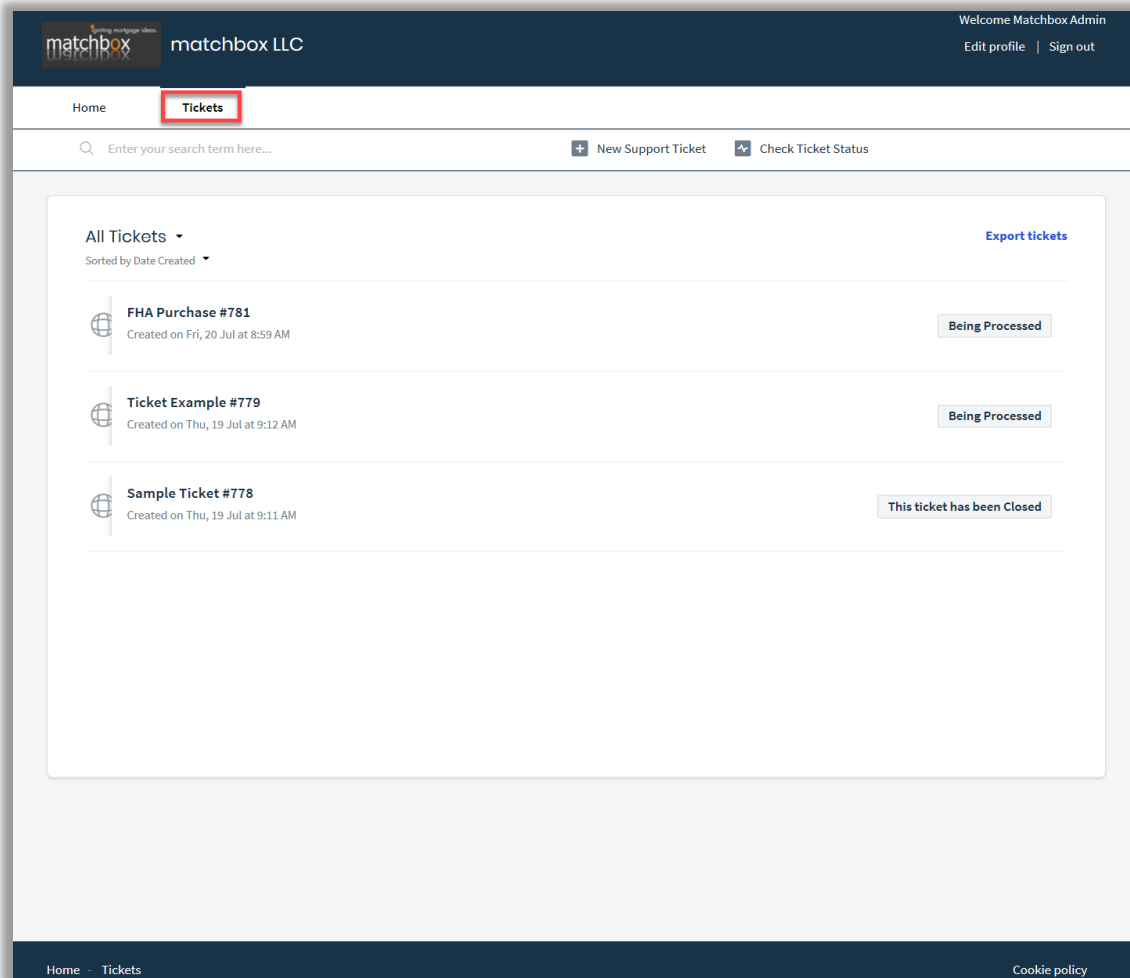
The Tickets tab provides a detailed pipeline view of “All Tickets”, “Open or Pending”, and “Resolved or Closed” tickets. You are able to open any tickets to view and/or make comments. In addition, you are able to change the ticket status to Closed, once the ticket has been resolved. An added feature is the ability to export to excel a list of all of tickets.

Open Tickets: Tickets have been submitted and waiting to be looked at by matchbox Assist.

Pending Tickets: matchbox Assist has looked at ticket and are finding/working on solution.

Client Review: This is the indication that your ticket has had initial development completed and is ready for your testing and review.

Closed Ticket: Client has approved the ticket was completed and has closed ticket.



By Clicking on the title of a ticket, the details of that ticket are made available as shown below:

The screenshot displays the Matchbox Assist user interface. At the top, the Matchbox logo and 'matchbox LLC' are visible on the left, and 'Welcome Matchbox Admin' with 'Edit profile | Sign out' is on the right. Below the header, there are navigation links for 'Home' and 'Tickets', a search bar, and buttons for '+ New Support Ticket' and '- Check Ticket Status'. The main content area shows the ticket details for '#781 FHA Purchase'. A yellow status bar indicates 'Being Processed since 24 minutes 19 seconds'. The ticket was reported by 'Matchbox Admin' 24 minutes ago with the message: 'Can you restrict user from being able to select 2nd home on FHA Purchase.' A response from 'Development' says: 'We have found a solution and have resolved this request.' There is a text input field for replying to the ticket. On the right side, the 'Agent Working on This Ticket' is 'Development'. The 'Ticket details' section includes dropdown menus for 'Area of Issue' (Loan/Data Entry) and 'Priority' (Low), and an 'Assigned to' field showing 'Development'. An 'UPDATE' button is located below these details. The footer contains 'Home - Tickets' and a 'Cookie policy' link.

Within the details, matchbox Assist will dialogue with you about each particular ticket. When matchbox Assist changes the status to “Client Review”, it means we have completed the ticket and are waiting for your approval that the development satisfied your expectations for resolution.

Once you have verified and approved that the ticket is resolved, you change the status of the ticket to Closed to notify matchbox Assist this ticket has been successfully completed.

