

Documents Supported by Convoke

| Issuer Documents | | |
|------------------------------------|-------------------------------|--|
| 1) Access Check | 20) Copy of SSN Card | 39) Monthly Statement |
| 2) Account Review Form | 21) Cosigner Addendum | 40) New York Affidavit |
| 3) Affidavit | 22) Counsel Substitution | 41) New York Certificate of Compliance |
| 4) Affidavit Issuer | 23) Data Terms of Use | 42) Notice of Intent to Sell |
| 5) Affidavit Partner | 24) Deferment and Forbearance | 43) Original Terms and Conditions |
| 6) Affidavit Non FICO | 25) Deficiency Balance Letter | 44) Payment Copy All |
| 7) Affidavit Terms Letter | 26) Deposit Agreement | 45) Post Payment History |
| 8) Application | 27) Disbursement | 46) Pre Payment History |
| 9) Application/Note | 28) Disclosure Statement | 47) Privacy Policy |
| 10) Authorization of Debit Account | 29) Final Acceleration Notice | 48) Promissory Note |
| 11) Balance Transfer Check | 30) Funding Packet | 49) Registration Agreement |
| 12) Cash Advance Check | 31) Goodbye Letter | 50) Retail Installment Contract |
| 13) Chain of Title | 32) Hold Harmless | 51) Statement of Account |
| 14) Change in Terms | 33) Internal Bill of Sale | 52) Signature Card |
| 15) Collateral Lien | 34) Listing Truth In Lending | 53) Terms and Conditions |
| 16) Collateral Value | 35) Last Payment Copy | 54) Title |
| 17) Conditional Approval Letter | 36) Last 6 Payment Copies | 55) Transaction History |
| 18) Contract | 37) Loan Agreement | 56) Truth in Lending |
| 19) Copy of Driver's License | 38) Loan History | 57) Witness |

Documents Supported by Convoke (cont.)

Agency and Legal Channel Documents

| | | | |
|---|-------------------------------------|---|--|
| 1) Abstract of Judgment | 38) Debtor Correspondence | 75) Judgment Execution | 112) Release Of Lien |
| 2) Account Research | 39) Default Affidavit | 76) Judgment Renewal | 113) Repossession Documents |
| 3) Additional Affidavit | 40) Default Paperwork | 77) Judgment Set Aside | 114) Repossession Report |
| 4) Adverse Action Letter | 41) Delinquency Letter | 78) Locate Letter | 115) Response to Washington SB5627 Letter |
| 5) Adverse Outcome | 42) Demand Letter | 79) Lost/Stolen Letter | 116) Satisfaction of Judgment |
| 6) Affidavit of Repossession | 43) Demographic Change | 80) Motion For Service | 117) SCRA Judgment Affidavit |
| 7) Affidavits | 44) Discovery | 81) MSJ Affidavit | 118) SCRA Release |
| 8) Answer | 45) Dismissal | 82) MSJ Paperwork | 119) SCRA Suit Affidavit |
| 9) Attorney Representation Notice | 46) Dispute Investigation | 83) Notes | 120) Segmentation Letter |
| 10) Attorney Review Form | 47) Dispute Letter | 84) Notice of BKY | 121) Settlement Confirmation Letter |
| 11) Auction Purchaser Delivery Confirmation | 48) DOD Active Service Verification | 85) Notice to Creditors | 122) Settlement Letters |
| 12) Auction Repair Final | 49) DSA Consent | 86) Other | 123) Settlement Release |
| 13) Auction Sales Report | 50) Estate Claim | 87) Payment Arrangement | 124) Settlement Request |
| 14) Bank Statements | 51) Estate Insolvency Order | 88) Paid in Full Letter | 125) Stipulations Consent |
| 15) Bankruptcy Discharge | 52) Estate Inventories | 89) Pay Off Request | 126) Substitution Of Attorney |
| 16) Bankruptcy Dismissal | 53) Execute Affidavit | 90) Pay Stubs | 127) Suit Affidavit |
| 17) Benefit Statement | 54) Executor of Estate | 91) Payment or Settlement Stipulation | 128) Suit Filed |
| 18) BK Scrub Completed | 55) Filed Claim Package | 92) Payment Program Request | 129) Summons |
| 19) Bond | 56) Financial Report | 93) Payment Receipt Request | 130) Summons and Complaint |
| 20) Bond Cancellation | 57) Firm Correspondence | 94) Payment Request/Confirmation Letter | 131) Tax Return |
| 21) Business Record Affidavit | 58) Foreclosure | 95) Post Suit Misc | 132) Time Stamped Affidavit |
| 22) C&D Notice | 59) Fraud Additional Documents | 96) Power of Attorney | 133) Time Stamped Satisfaction of Judgment |
| 23) Call In Request Letter | 60) Fraud Claim | 97) Pre Conversion Active Litigation | 134) Time Stamped Suit |
| 24) Claim Package | 61) Fraud Decline Letter | 98) Pre Conversion Judgment Other | 135) Time Stamped Writ of Possession |
| 25) Claim Withdrawal | 62) Fraud Decline Notes | 99) Pre Conversion Judgment Resolution | 136) Title Report |
| 26) Closure Notification | 63) Full Accounting | 100) Pre Suit Packet | 137) TRAKAmerica Recall Email |
| 27) Collections Offer Letter | 64) Garnishment/Levy Order | 101) Private Arbitration | 138) Transportation Completion Report |
| 28) Complaint | 65) Hardship Letter | 102) Probate Locator | 139) Vacated Judgment |
| 29) Complaints Response | 66) Hearing | 103) Proof of Death | 140) Validation Documents |
| 30) Condition Report | 67) Interrogatories | 104) Proof of Insolvency | 141) Vehicle Photo Additional |
| 31) Continuance | 68) Judgment | 105) Proof of Service | 142) Vehicle Photo Back |
| 32) Counter Claims | 69) Judgment Copy Agreement | 106) Property Evaluation | 143) Vehicle Photo Front |
| 33) Court Motions | 70) Judgment Copy Contested | 107) Property Mortgage | 144) Vehicle Photo Left |
| 34) Credit Bureau Dispute | 71) Judgment Copy Default | 108) Property Tax Assessment | 145) Vehicle Photo Right |
| 35) Customer Surrender Attestation | 72) Judgment Copy Stipulation | 109) Quarterly Accounting | 146) Washington SB5627 Letter |
| 36) Debt Satisfaction Confirmation | 73) Judgment Copy Summary | 110) Reaffirmation | 147) Written Confirmation of Terms |
| 37) Debt Validation | 74) Judgment Copy Trial | 111) Rejection of Claim | 148) And More . . . |

Vendor Level Documents

| Training Materials | Insurance | Training Logs | Collection Practices |
|--|--------------------------------|---|--|
| 1) Complaint Training Assessment | 1) Automobile | 1) ADA Training Log | 1) Ability To Pay Form |
| 2) Complaint Training Answer Key | 2) Crime/Fidelity | 2) Complaints Training Log | 2) Balance Validation Procedure |
| 3) Complaint Training Log Template | 3) Cyber Liability | 3) Customer Treatment Training Log | 3) Call Scoring |
| 4) Complaint Training Module | 4) Employers Liability | 4) EFTA/RegE Training Log | 4) Calibration Session |
| 5) Customer Treatment Assessment | 5) General Liability | 5) Fair Lending Training Log | 5) Collection Process |
| 6) Customer Treatment Log Template | 6) Professional Liability | 6) FDCPA Training Log | 6) Collection Stages Work Flow |
| 7) Customer Treatment Module | 7) Umbrella | 7) Privacy ADA TCPA SCRA Reg E Training Log | 7) Performance Metrics |
| 8) Customer Treatment Training Answer Key | 8) Workers Comp | 8) Privacy Training Log | 8) Settlement Process Workflow |
| 9) Fair Lending Training Answer Key | | 9) SCRA Training Log | 9) Skip Tracing Work Flow |
| 10) Fair Lending Training Assessment | Audit Results | 10) TCPA Training Log | |
| 11) Fair Lending Training Log Template | 1) Audit Attestation Cycle 1 | 11) UDAAP Training Log | Work Standards |
| 12) Fair Lending Module | 2) Audit Attestation Cycle 2 | | 1) Approved Interest Rate Table |
| 13) FDCPA Training Answer Key | 3) Audit Attestation Cycle 3 | Company Structure | 2) Approved Letter Samples |
| 14) FDCPA Training Assessment | 4) Audit Attestation Cycle 4 | 1) Board Oversight | 3) Invoicing File Samples |
| 15) FDCPA Training Log Template | 5) Audit Attestation Template | 2) CCO Resume | 4) Memo |
| 16) FDCPA Training Module | 6) Audit Findings Cycle 1 | 3) Compliance Organization Chart | 5) Operations Manual |
| 17) Privacy ADA TCPA SCRA Reg E Training Log | 7) Audit Findings Cycle 2 | 4) Process Improvement Organization | 6) Operations Manual Change Log |
| 18) Privacy ADA TCPA SCRA Reg E Training Log | 8) Audit Findings Cycle 3 | 5) Quality Organization Chart | 7) Service Provider Work Standards |
| 19) Privacy ADA TCPA SCRA Reg E Training Log | 9) Audit Findings Cycle 4 | | 8) Service Provider Work Standards Attestation |
| 20) Privacy ADA TCPA SCRA Reg E Training Log | 10) External Audit Results | Attorney Documents | |
| 21) UDAAP Training Answer Key | | 1) Appearance Counsel | Financial Records |
| 22) UDAAP Training Assessment | Certification | 2) Good Standing Certification | 1) Annual Financial Statements |
| 23) UDAAP Training Log Template | 1) Certification Questionnaire | 3) Of Counsel | 2) Quarterly Financial Statements |
| 24) UDAAP Training Module | 2) Certification Response | | |

Vendor Level Documents (cont.)

| Policies and Procedures | | |
|------------------------------------|-----------------------------------|-----------------------------------|
| 1) ADA Policy | 17) Customer PII Retention Policy | 33) Privacy Policy Review |
| 2) Attestation of No Autodialing | 18) Data Destruction Policy | 34) Record Retention Policy |
| 3) Background and Screening Policy | 19) Dispute Policy | 35) RegE Policy |
| 4) Bankruptcy Policy | 20) Fair Lending Policy | 36) Regulatory Change Policy |
| 5) Business Continuity Plan | 21) FCRA Policy | 37) Regulatory Changes Procedure |
| 6) Call Escalation Policy | 22) FDCPA Policy | 38) SCRA Policy |
| 7) Call Recording Policy | 23) GLBA Policy | 39) Scrub Policy |
| 8) Call Retention Policy | 24) Hardship Policy | 40) Social Media Policy |
| 9) Calling Time Policy | 25) Incentive Plan Checklist | 41) Subcontractor Documentation |
| 10) Cell Phone Consent Policy | 26) Information Security Plan | 42) TCPA Policy |
| 11) Complaint Handling Policy | 27) Internal Audit Policy | 43) Training Policy |
| 12) Compliance Program | 28) Non Disclosure Agreement | 44) UDAAP Policy |
| 13) Compliance Reporting Policy | 39) Online Privacy Statement | 45) Wrong Number Policy |
| 14) Corrective Action Policy | 30) PII Masking Policy | 46) Incentive Disincentive Policy |
| 15) Credential Policy | 31) PII Transmission Policy | 47) Trust Agreement |
| 16) Customer PII Policy | 32) Policy Review Policy | |