

Mastercard  
Mortgage Verification Service  
Verification of Income & Employment

# **VOIE — Credentialed Payroll**

## **Product Guide**



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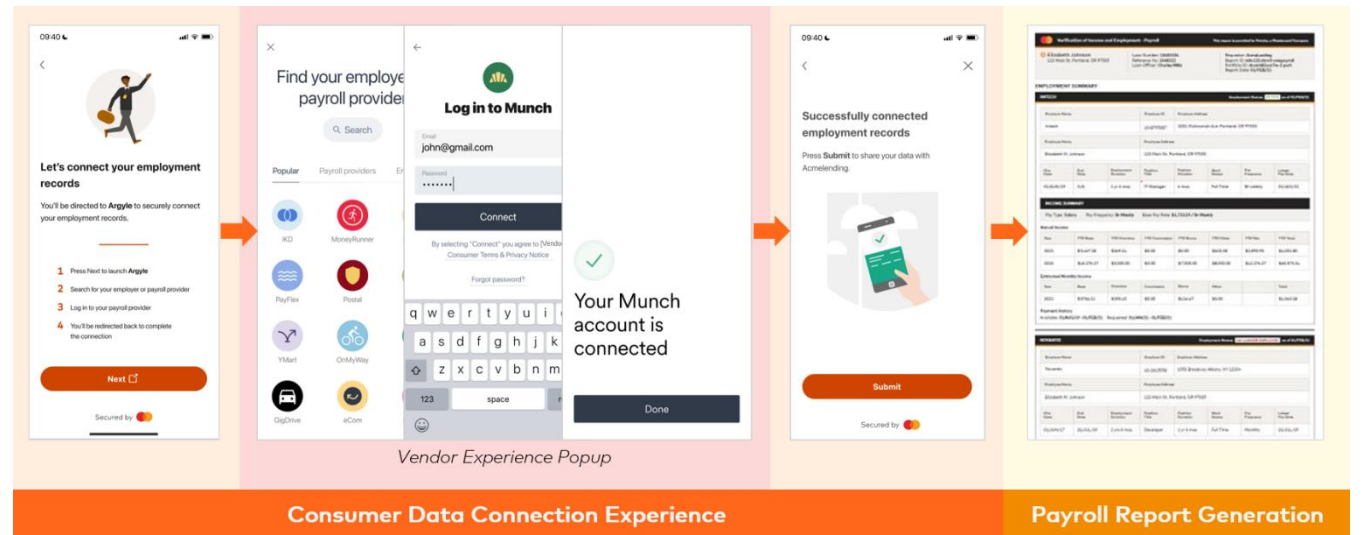
# Introduction

Finicity, a Mastercard company is excited to announce the expansion of its Verification of Income and Employment (VOIE) solutions via the launch of credentialed payroll. This solution allows consumers to permission access to their payroll account data and help eliminate the need to manually collect income documentation.

Mastercard Open Banking teamed up with industry-leading payroll data aggregator Argyle to power this expanded consumer-permissioned VOIE solution.

The solution uses the Mastercard Connect application and enables the consumer to connect to their payroll accounts through Argyle, then the consumer is able to submit their data and permission the generation of a VOI/E report. The reports can be refreshed as available without re-engaging the consumer to get updated income and employment data as needed. The report generation could be a VOIE report or a VOE report, which is helpful for use cases that require only employment verification, not income.

The following will guide you through how the product works and how best to launch and take advantage of the solution.



# Enablement

The Connect application can be implemented as an in-band experience; iframed or linked as a popup directly in the application experience, or it can be implemented via an out-of-band email sent to the consumer. When generating the Connect URL or sending the Connect email, you will need a Connect experience id enabled for credentialed payroll. That is done by the Mastercard team adjusting the experience settings to have the payrollDataAccessType set to credentialedPayroll = true. Please reach out to your Mastercard contact for help configuring your Connect experience id.

There are several different options for Connect experiences to allow you flexibility to connect more than just payroll data from the consumer, as desired. The Connect experience options are as follows:

- **voiePayroll** *\*Most commonly used\**
  - Use case: Income and employment verification
  - Payroll account connection only
  - Generates a VOIE-Payroll report
- **mvsIE**
  - Use case: Income and employment verification
  - Payroll -> paystub-enhanced deposit income waterfall
  - Generates a VOIE-Payroll and/or a VOIE-Paystub (w/ TXVerify) report
- **mvsIEBasic**
  - Use case: Income and employment verification
  - Payroll -> deposit income waterfall
  - Generates a VOIE-Payroll and/or VOAI report
- **mvsBasic**
  - Use case: Assets & income and employment verification
  - Bank account and payroll account connection
  - Generates a VOAI report and VOIE-Payroll report
- **mvsFull**
  - Use case: Assets & income and employment verification
  - Bank account connection + payroll -> paystub-enhanced deposit income waterfall
  - Generates a VOAI report and VOIE-Payroll and/or VOIE-Paystub (w/ TXVerify) report



## Product Delivery

The product is available via the following methods and platforms;

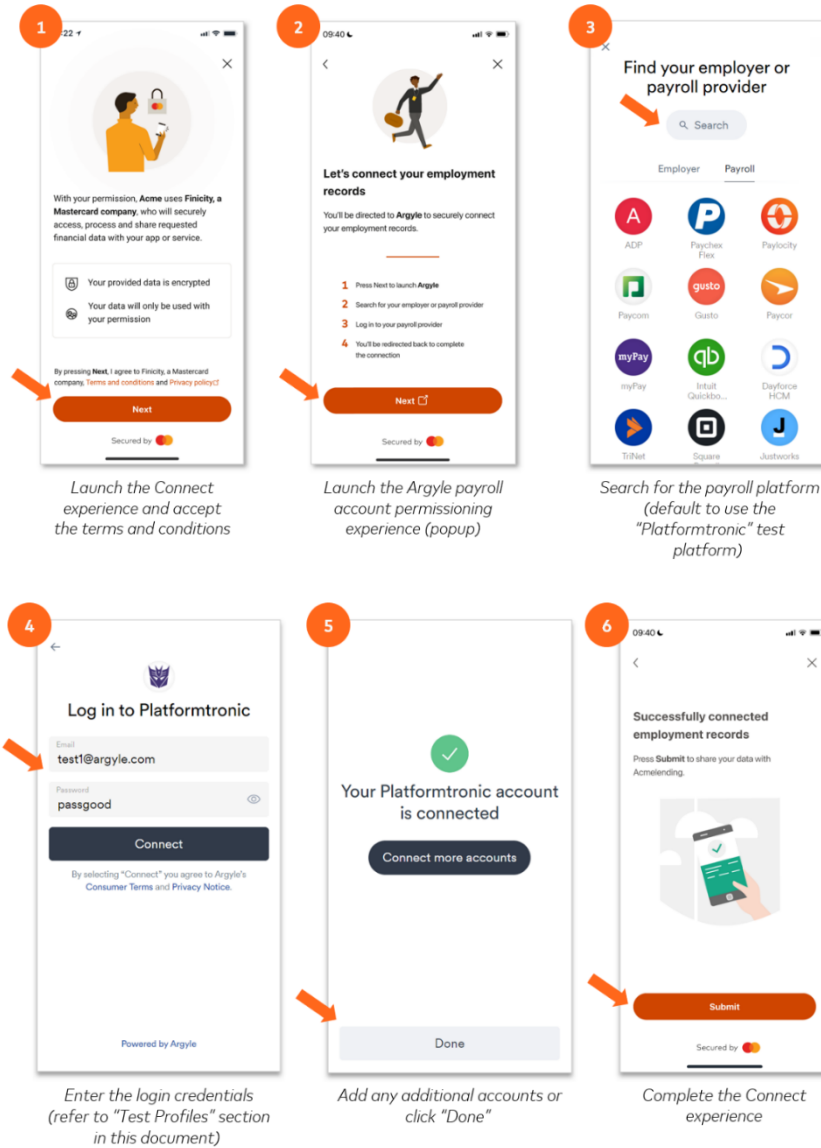
- nCino Mortgage
- ICE
  - Consumer Connect and Encompass support
- Direct API Integration
  - Your Mastercard Account Manager can help provide you the resources you need to integrate to our API's to build your own custom experiences
- Order Reports Service
  - An online portal through the Mastercard Open Banking Client Hub that allows you to send emails to consumers to permission their data and generate reports which are retrievable through the portal.

Additional lending ecosystem platform support is in the works.



# Testing

The test profiles are documented [here](#).



## Report Generation

After the consumer signs into their payroll account(s) and completes the Connect experience, the report will be generated. Report generation (including data aggregation) may take up to 35 mins. Approximately 90% of reports will be complete within 17 minutes. Test reports may be generated in a few minutes.



# Implementation Best Practices

Just like many digital consumer experiences, the adoption and success of the solution can be significantly affected by the implementation of the product. We recommend the following, where possible:

- **Prepare consumers ahead of time**
  - Where possible, give the consumer a heads up that they will get the chance to digitally connect their data and explain how they can do so
  - Help them understand the benefits of digital connection vs manual data and document sharing
- **Measure and share success and explain potential benefits to product users**
  - Share successes so that users can see the effects of their actions
  - Explain the potential benefits of using digital solutions, including opportunities for cost savings, loan processing time reduction, risk reduction, enhanced consumer experience, etc
- **Utilize our training resources**
  - Look out for upcoming webinars
  - Reach out to your Mastercard account representative to consider setting up a specific training for your team with our dedicated corporate trainer
- **Help guide the consumer through common questions**
  - *I don't know my payroll provider*
    - The solution has an employer to payroll provider lookup and will allow you to search for your employer name and will provide you with the payroll provider if available
  - *I don't know my payroll account credentials*
    - That is ok! There is a "Login help" button on the login screen that will take you where you need to look up or reset your credentials
  - *Is this safe/secure?*
    - Yes! Mastercard is a well-known and trusted brand and follows the highest security and privacy standards and undergoes regular audits to ensure your data is safe. For more details on the security practices associated with this product, please reach out to your Mastercard contact.

Please contact us for any additional support. Thank you.

