

How to obtain the Loan Key

Cardinal Financial Company - Wholesale

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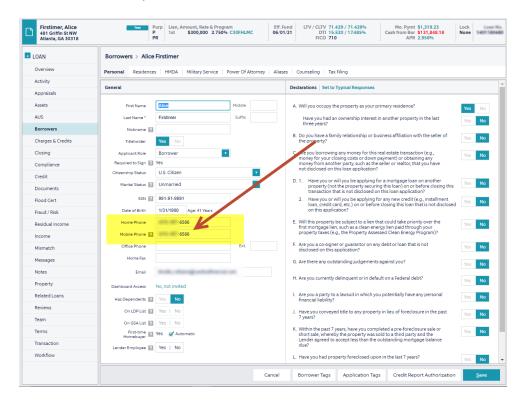


What is the Loan Key?

The loan key is a 6 digit number that each individual applicant will need to activate their online dashboard in order to access their loan information. For every loan an applicant has they will have to enter in the unique loan key to access that loan within their dashboard. Note that a new Loan Key is generated every 30 seconds, each of which is valid for 10 minutes.

Having a mobile number listed in Octane

Below is a loan example with the mobile number listed.

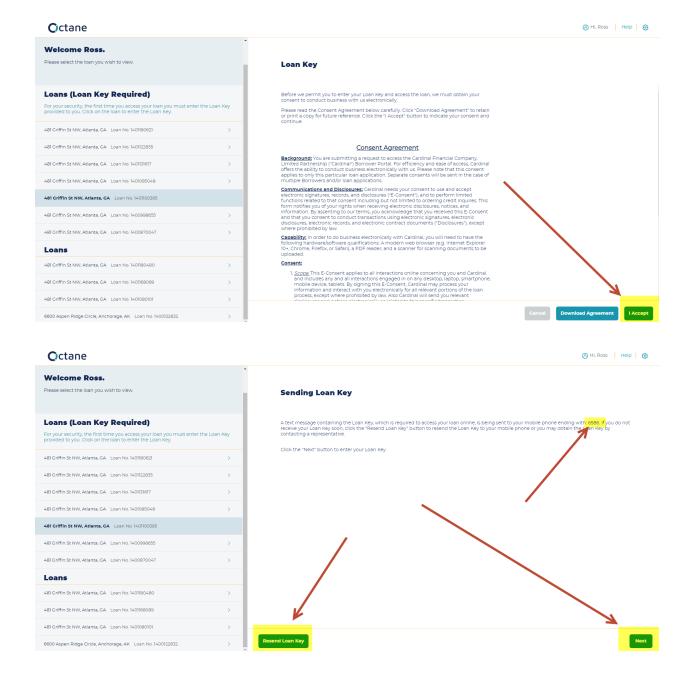




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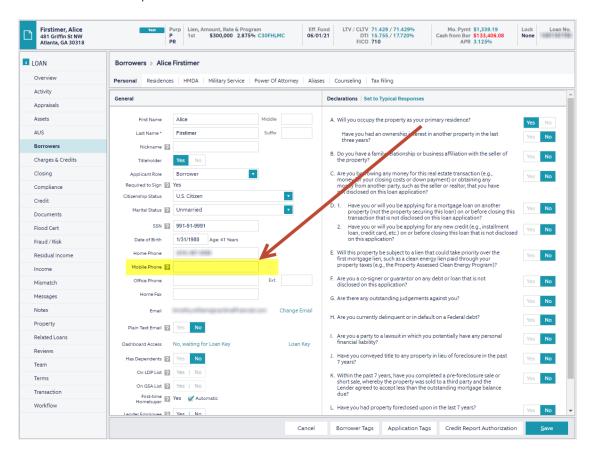
When the applicants go to activate their dashboard they will receive a text message to the mobile number provided after selecting "I Accept" for the Consent Agreement. When hitting the "Next" button, the applicant will have 10 mins to enter in the provided Loan Key. If the applicant does not enter in the Loan Key within the 10 mins, they will have to select the "Resend Loan Key" button to obtain a new Loan Key.





NOT having a mobile number listed in Octane

Below is a loan example without the mobile number listed.

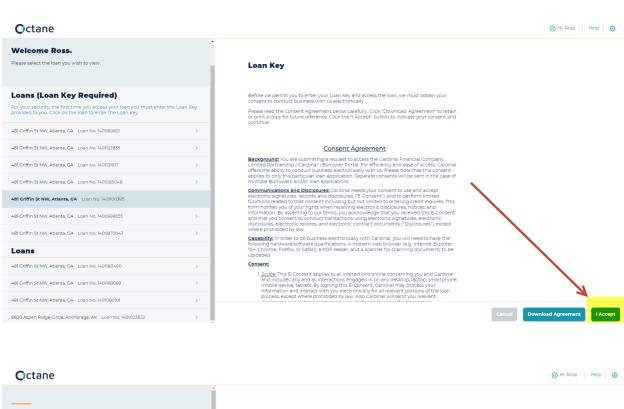


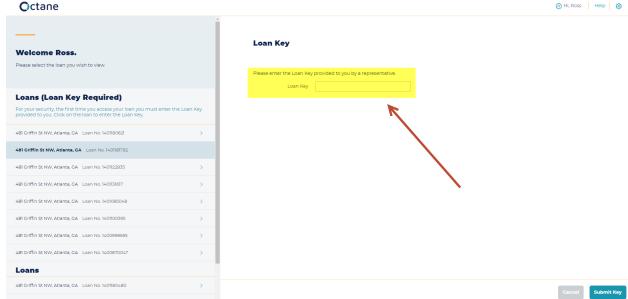


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When the applicants go to activate their dashboard, after selecting "I Accept" for the Consent Agreement they will be prompted to enter in the Loan Key on the next screen. The applicant will need to reach out to their representative to obtain the loan key verbally.

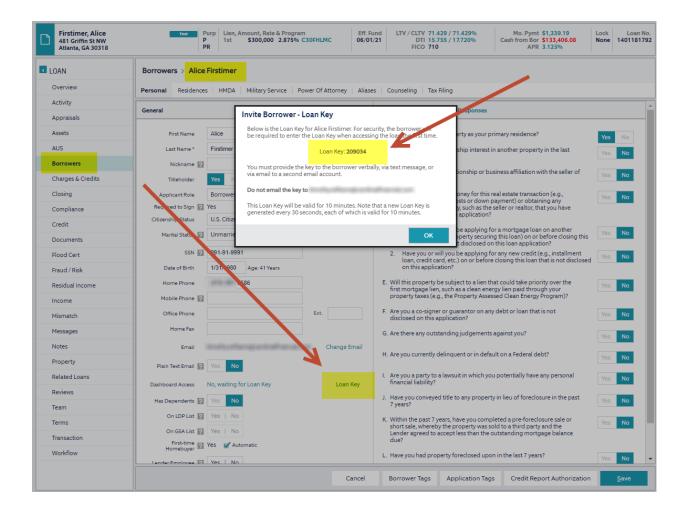






How to provide the Loan Key to the applicant verbally

The Loan Key is located in the Borrowers Screen once the Dashboard Activation has been sent.





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References

Reference List	:
Octane https://octane.cardinalfinancial.com	

Revision History

Date		Description	Approver
4.22.2021	Initial Release		Timothy Williams