

Credit Bureau Inquiry Red Flag and Out of Wallet Questions

With the advances in technology and the ease of finding information, identity theft is a rising concern. A recent Identity Fraud Study found that total identity fraud reached \$16.9 billion (USD) in 2019.¹

If a red flag alert is returned by the Credit Bureau Inquiry Red Flag product, Out Of Wallet can be used to help confirm the consumer's Identity. Out of Wallet will return 3-5 multiple choice questions that are specific to that consumer such as past residence, past employers, consumer's car or credit accounts, etc. The answers to these questions cannot be found in a consumer's wallet if lost or stolen.

Background

A **red flag** is a pattern, practice, or activity that indicates a possibility of identity theft. These flags produce a three digit score (0-999) that calculates the customer's fraud risk through the credit report. A higher score indicates a lower risk of identity fraud.

Red Flag Alert examples include address discrepancies, Social Security number discrepancies, or information provided by the applicant is inconsistent with information on the consumer in the credit file.

On January 1, 2011 the Federal Trade Commission began enforcing the Red Flag Rule. The rule requires dealers who originate or maintain retail sales and lease transactions to implement a written identity theft prevention program. This program must include processes on how to detect Red Flags, how to respond to Red Flags as well as training, monitoring, and audit components. In addition, dealers must have a Compliance Officer that oversees the program.

¹ Pascual, AI, Kyle Marchini, and Sarah Miller. "2019 Identity Fraud: Fraud Hits an Inflection Point." *Javelin Strategy & Research*. Javelin, 2019.

ERA-IGNITE Security Maintenance

The following access is required in order to utilize the Out of Wallet feature.

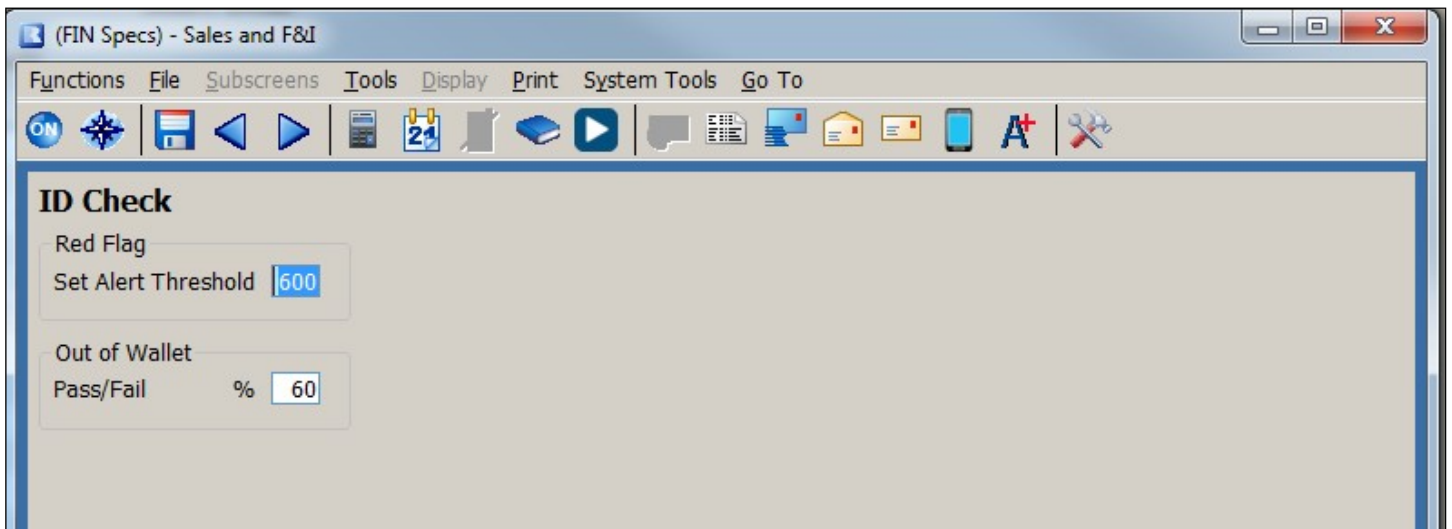
- **F&I/Desking > Actions > CBI Out of Wallet.**

Description	Permission	User Group
Add a Deal	<input type="checkbox"/>	<input type="checkbox"/>
CBI Add New Inquiry	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CBI Delete Inquiry/Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CBI Out of Wallet	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CBI Transmit Inquiry/Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CBI View Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Additional access is required to view the credit reports that contain the Red Flag scores and reports.
 - **F&I/Desking > Access Types > CBI Credit Reports**
 - **F&I/Desking > Actions > CBI View Report**

Setup

Specifications are maintained in **F&I specs > Functions > Credit Bureau Inquiry > ID Check.**



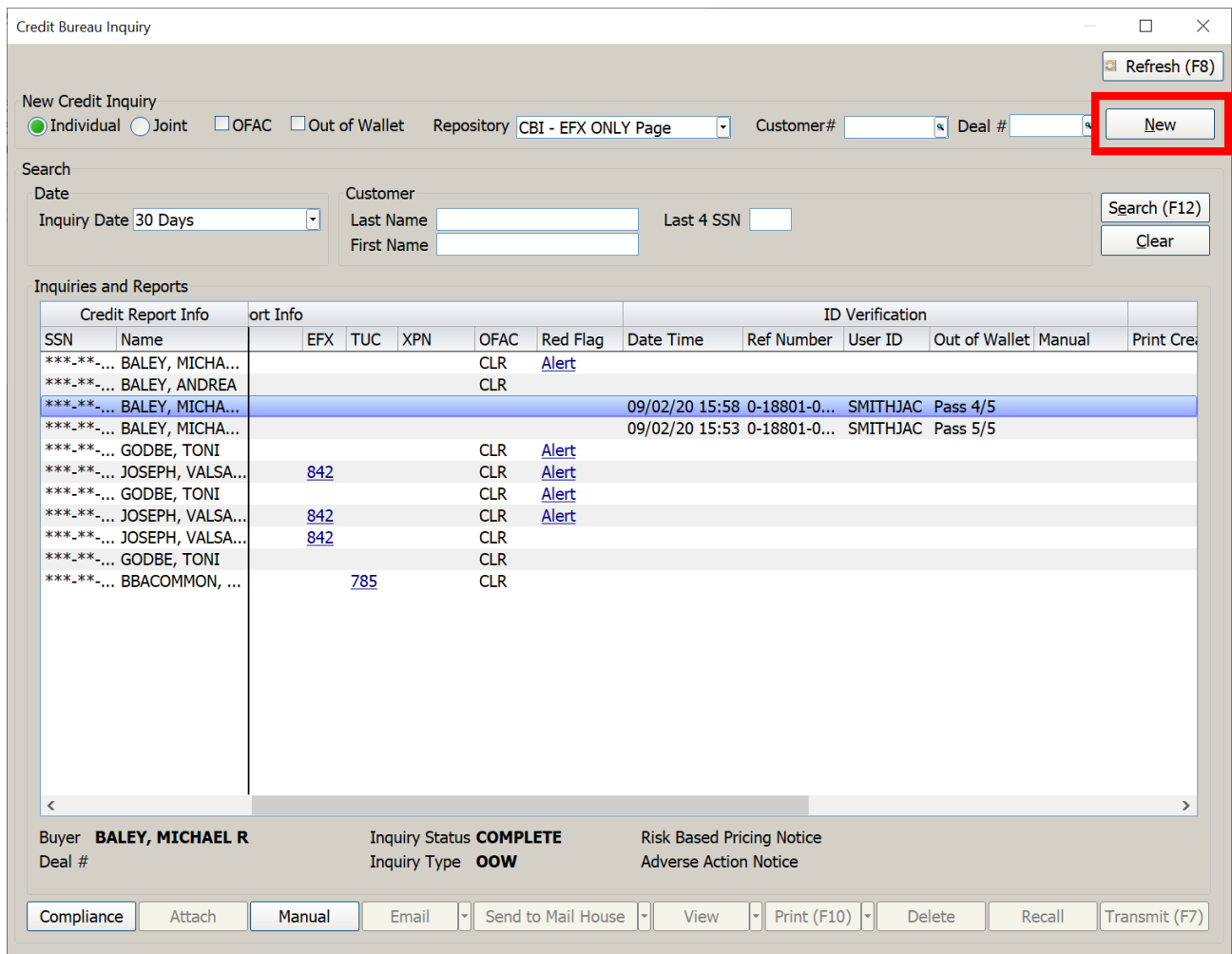
- **Red Flag:** This field controls the Red Flag score alert threshold; any score below the set threshold will display an alert.
 - i.e. A threshold of 600 will show an alert for anyone with a Red Flag score lower than 600.

- **Out of Wallet:** The Pass/Fail field determines the passing score for the Out of Wallet questions.
 - i.e. 60% means 3/5 questions were correct and the result is passing.

Credit Bureau Inquiry

The process to run a credit inquiry does not change.

- Select the Credit Bureau Inquiry  icon from the Desking application.
- Click **“New”** to start the credit inquiry process.



Credit Bureau Inquiry

Refresh (F8)

New Credit Inquiry

Individual
 Joint
 OFAC
 Out of Wallet
 Repository: CBI - EFX ONLY Page
 Customer# [] Deal # []
 New

Search

Date

Inquiry Date: 30 Days

Customer

Last Name [] Last 4 SSN []

First Name []

Search (F12)

Clear

Inquiries and Reports

Credit Report Info		ort Info		ID Verification								
SSN	Name	EFX	TUC	XP	OFAC	Red Flag	Date Time	Ref Number	User ID	Out of Wallet	Manual	Print Cre
***_*_*...	BALEY, MICHA...				CLR	Alert						
***_*_*...	BALEY, ANDREA				CLR							
***_*_*...	BALEY, MICHA...						09/02/20 15:58	0-18801-0...	SMITHJAC	Pass 4/5		
***_*_*...	BALEY, MICHA...						09/02/20 15:53	0-18801-0...	SMITHJAC	Pass 5/5		
***_*_*...	GODBE, TONI				CLR	Alert						
***_*_*...	JOSEPH, VALSA...	842			CLR	Alert						
***_*_*...	GODBE, TONI				CLR	Alert						
***_*_*...	JOSEPH, VALSA...	842			CLR	Alert						
***_*_*...	JOSEPH, VALSA...	842			CLR							
***_*_*...	GODBE, TONI				CLR							
***_*_*...	BBACOMMON, ...		785		CLR							

Buyer **BALEY, MICHAEL R** Inquiry Status **COMPLETE** Risk Based Pricing Notice

Deal # Inquiry Type **OOW** Adverse Action Notice

Compliance Attach Manual Email Send to Mail House View Print (F10) Delete Recall Transmit (F7)

- If Credit Bureau Inquiry is accessed from the deal, the user can attach the customer by clicking **“Attach Buyer.”**

- Verify or enter any missing customer information.
- Required fields will be highlighted yellow.

Credit Inquiry [Print] [Close (Esc)]

Type: Individual Joint OFAC Out of Wallet

Repository: CBI - EFX ONLY Page 1

Comments: [Text Field]

Applicant

Last Name: [Yellow Highlighted] [Text Field]

First Name: [Yellow Highlighted] [Text Field]

Middle Name: [Text Field]

Suffix: [Dropdown]

SSN: [Yellow Highlighted] [Text Field]

Birth Date: [Text Field]

Buyer

CoBuyer

Spouse

Last Name: [Text Field]

First Name: [Text Field]

Middle Name: [Text Field]

Suffix: [Dropdown]

SSN: [Text Field]

Birth Date: [Text Field]

[<=>]

[Attach Buyer] [Attach CoBuyer] [Search] [Set As Buyer] [Attach Buyer] [Attach CoBuyer] [Search] [Set As CoBuyer]

Current Address

Address Type: [Yellow Highlighted] [Dropdown]

House #: [Text Field]

Street: [Text Field]

Street Type: [Dropdown]

Direction: [Dropdown]

Apt#: [Text Field]

APO/FPO: [Dropdown]

City: [Text Field]

State: [Dropdown]

Zip Code: [Text Field]

Previous Address

Address Type: [Dropdown]

House #: [Text Field]

Street: [Text Field]

Street Type: [Dropdown]

Direction: [Dropdown]

Apt#: [Text Field]

APO/FPO: [Dropdown]

City: [Text Field]

State: [Dropdown]

Zip Code: [Text Field]

[Clear] [Save] [Transmit]

- Click **“Transmit”** to send the information to be processed.

The screenshot shows a software window titled "Credit Inquiry" with a "Print" button and a "Close (Esc)" button in the top right corner. The form is divided into several sections:

- Type:** Radio buttons for "Individual" (selected), "Joint", "OFAC", and "Out of Wallet".
- Repository:** A dropdown menu showing "CBI - EFX ONLY Page 1".
- Comments:** A text input field.
- Applicant:** Fields for Last Name (GODBE), First Name (TONI), Middle Name, Suffix, SSN (masked with asterisks), and Birth Date.
- Buyer:** A label "Buyer GODBE, TONI" and a "CoBuyer" label.
- Spouse:** Fields for Last Name, First Name, Middle Name, Suffix, SSN, and Birth Date.
- Current Address:** Fields for Address Type (NM), House # (120), Street (UPPERS SUS), Street Type, Direction, Apt#, APO/FPO, City (HOOKSTOWN), State (PA), and Zip Code (15050).
- Previous Address:** Fields for Address Type, House #, Street, Street Type, Direction, Apt#, APO/FPO, City, State, and Zip Code.

At the bottom right of the window, there are three buttons: "Clear", "Save", and "Transmit". The "Transmit" button is highlighted with a red rectangular border.

Results of the inquiry are displayed in the **Reports** section of the Credit Bureau Inquiry home page.

- At least ONE of the following criteria will produce an “**Alert**” hyperlink:
 - The Red Flag report contains a Yes response to any of the identity risks.
 - The Red Flag score is below the threshold set within the specifications.
- To review the Red Flag report click on the “**Alert**” hyperlink.

Credit Bureau Inquiry Refresh (F8)

New Credit Inquiry
 Individual Joint OFAC Out of Wallet Repository: CBI - EFX ONLY Page Customer# [] Deal # [] New

Search
 Date: Inquiry Date: 30 Days Customer: Last Name: [] First Name: [] Last 4 SSN: [] Search (F12) Clear

Inquiries and Reports

Credit Report Info		Credit Report Info						ID Verification					
SSN	Name	User ...	Ref Number	EFX	TUC	XPN	OFAC	Red Flag	Date Time	Ref Number	User ID	Out of Wallet	Manua
***-**-...	BBACCOMMON, ...	SSM	0-18801-010001-5D		785		CLR	Alert					
***-**-...	BALEY, ANDREA	SMIT...	0-18801-010001-5C				CLR	Alert					
***-**-...	BALEY, MICHA...	SMIT...	0-18801-010001-5C				CLR						
***-**-...	MOHAMMAD, A...	SMIT...	0-18801-010001-5B					Alert					
***-**-...	GODBE, TONI						CLR	Alert	09/04/20 14:26	0-18801-0...	SSM	Fail 0/5	
***-**-...	GODBE, TONI						CLR	Alert	09/04/20 11:35	0-18801-0...	SSM	Fail 1/5	Yes
***-**-...	BALEY, MICHA...	SMIT...	0-18801-010001-55				CLR	Alert					
***-**-...	BALEY, ANDREA	SMIT...	0-18801-010001-55				CLR						
***-**-...	BALEY, MICHA...								09/02/20 15:58	0-18801-0...	SMITHJAC	Pass 4/5	Yes
***-**-...	BALEY, MICHA...								09/02/20 15:53	0-18801-0...	SMITHJAC	Pass 5/5	

Buyer: **BBACCOMMON, GLORIA F** Inquiry Status: **COMPLETE** Risk Based Pricing Notice
 Deal #: [] Inquiry Type: **INDIVIDUAL** Adverse Action Notice

Compliance Attach Manual Email Send to Mail House View Print (F10) Delete Recall Transmit (F7)

Provider>
<ProviderID>RED</ProviderID>
<BureauStatus>000</BureauStatus>
<Score>484</Score>
<TTYReport>*****

RED FLAG REPORT
DATE: 07/10/2020 14:25:40

Applicant
First Name: Joseph DOB:
Last Name : Valsamma SSN: ***-**-7220
Address : 840 GEARING AVE,Pittsburg,PA,15210

----- ID VERIFICATION SUMMARY -----

OFAC Check: PASSED NO MATCH
Red Flag Score: 484
Red Flag Validation: ALERT
- Applicant address could not be matched to applicant name using
other data sources
Synthetic Fraud Check: Low Risk
MLA: CLEAR, No Match to MLA Database
RED FLAG RISK: YES
Id Verification: Quiz RECOMMENDED</TTYReport>
</Provider>

To Run Out of Wallet

- From the Credit Bureau Inquiry home page, click on the customer’s name in the Inquires section.
- Next, click on the “**Recall**” button.
 - This will display the credit inquiry screen.

Refresh (F8)

New Credit Inquiry

Individual
 Joint
 OFAC
 Out of Wallet
 Repository: CBI - EFX ONLY Page
Customer# Deal #
New

Search

Date: Inquiry Date 30 Days
Customer: Last Name Last 4 SSN
Search (F12)

First Name
Clear

Inquiries and Reports

Credit Report Info		Credit Report Info							ID Verification				
SSN	Name	Date Time	User ...	Ref Number	EFX	TUC	XPN	OFAC	Red Flag	Date Time	Ref Number	User ID	Out
***_**_...	BBACCOMMON, ...	09/25/20 14:33	SSM	0-18801-010001-5D		785		CLR	Alert				
***_**_...	BALEY, ANDREA	09/08/20 15:59	SMIT...	0-18801-010001-5C				CLR	Alert				
***_**_...	BALEY, MICHA...	09/08/20 15:59	SMIT...	0-18801-010001-5C				CLR					
***_**_...	MOHAMMAD, A...	09/04/20 16:02	SMIT...	0-18801-010001-5B					Alert				
***_**_...	GODBE, TONI							CLR	Alert	09/04/20 14:26	0-18801-0...	SSM	Fail
***_**_...	GODBE, TONI							CLR	Alert	09/04/20 11:35	0-18801-0...	SSM	Fail
***_**_...	BALEY, MICHA...	09/02/20 16:25	SMIT...	0-18801-010001-55				CLR	Alert				
***_**_...	BALEY, ANDREA	09/02/20 16:25	SMIT...	0-18801-010001-55				CLR					
***_**_...	BALEY, MICHA...									09/02/20 15:58	0-18801-0...	SMITHJAC	Pass
***_**_...	BALEY, MICHA...									09/02/20 15:53	0-18801-0...	SMITHJAC	Pass

Buyer **BBACCOMMON, GLORIA F** Inquiry Status **COMPLETE** Risk Based Pricing Notice
 Deal # Inquiry Type **INDIVIDUAL** Adverse Action Notice

Compliance
Attach
Manual
Email
Send to Mail House
View
Print (F10)
Delete
Recall
Transmit (F7)

- Click to select the **“Out of Wallet”** checkbox.
 - All of the customer’s information will populate from the previous credit inquiry.

The screenshot shows a 'Credit Inquiry' window with the following details:

- Type:** Individual (selected), **Out of Wallet** (checked)
- Repository:** CBI - EFX ONLY Page 1
- Buyer:** GODBE, TONI
- Applicant Information:**
 - Last Name: GODBE
 - First Name: TONI
 - SSN: ***-**-****
 - Birth Date: 07/26/1964
- Current Address:**
 - Address Type: NM
 - House #: 120
 - Street: UPPERS SUS
 - City: HOOKSTOWN
 - State: PA
 - Zip Code: 15050
- Buttons:** Attach Buyer, Attach CoBuyer, Search, Set As Buyer, Attach Buyer, Attach CoBuyer, Search, Set As CoBuyer, Clear, Save, **Transmit** (highlighted)

- Click **“Transmit”** to start the ID check and generate the Out Of Wallet questions.
- The ID Check screen will appear with 3-5 randomly selected questions for the customer to answer.

ID Check

Applicant: TONI GODBE **Date:** 09/04/2020 11:33:18 AM
Number of Questions: 5 **Ref Number:** 0-18801-010001-56

1. Please select the state that issued your Social Security Number.
 - MA
 - WI
 - SC
 - WA
 - NONE OF THE ABOVE/DOES NOT APPLY
2. Please select the county for the address you provided.
 - ADAMS
 - BEAVER
 - WARREN
 - LACKAWANNA
 - NONE OF THE ABOVE/DOES NOT APPLY
3. Which one of the following retail credit cards do you have? If there is not a matched retail credit card, please select 'NONE OF THE ABOVE'.
 - MARK FE
 - HAMMACHER SCHLEMMER
 - SEPHORA
 - FEDMART
 - NONE OF THE ABOVE/DOES NOT APPLY
4. You may have opened a mortgage loan in or around October 2017. Please select the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which includes principal, interest, and escrow (escrow could include taxes and insurance if collected by lender). If you have not had a mortgage payment now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.
 - \$550 - \$749
 - \$750 - \$949
 - \$950 - \$1149
 - \$1150 - \$1349
 - NONE OF THE ABOVE/DOES NOT APPLY
5. I was born within a year or on the year of the date below.
 - 1955
 - 1958
 - 1961
 - 1964
 - NONE OF THE ABOVE/DOES NOT APPLY

- Enter the answers to the **Out of Wallet** questions.
 - Click **“Submit”** to process the answers.
 - **“Print”** can be used to print out the questions to give to the customer for review.

- Once completed, the user will be returned to the Credit Bureau Inquiry home page.

Refresh (F8)

New Credit Inquiry

Individual
 Joint
 OFAC
 Out of Wallet
 Repository: CBI - EFX ONLY Page
 Customer# Deal #
New

Search

Date: Inquiry Date 3 Days
 Customer: Last Name First Name Last 4 SSN
Search (F12)

Clear

Inquiries and Reports

Credit Report Info				ID Verification						Risk B		
SSN	Name	TUC	XPN	OFAC	Red Flag	Date Time	Ref Number	User ID	Out of Wallet	Manual	Print Created ...	Print C
***-**-...	GODBE, TONI			CLR	Alert	09/04/20 14:26	0-18801-0...	SSM	Fail 0/5			
***-**-...	GODBE, TONI			CLR	Alert	09/04/20 11:35	0-18801-0...	SSM	Fail 1/5	Yes		
***-**-...	BALEY, MICHA...			CLR	Alert							
***-**-...	BALEY, ANDREA			CLR								
***-**-...	BALEY, MICHA...					09/02/20 15:58	0-18801-0...	SMITHJAC	Pass 4/5			
***-**-...	BALEY, MICHA...					09/02/20 15:53	0-18801-0...	SMITHJAC	Pass 5/5			

Buyer **GODBE, TONI** Inquiry Status **COMPLETE** Risk Based Pricing Notice **08/12/20 - Queued**
 Deal # Inquiry Type **OOW** Adverse Action Notice **08/12/20 - Queued**

Compliance
Attach
Manual
Email
Send to Mail House
View
Print (F10)
Delete
Recall
Transmit (F7)

- One of three results will appear in the ID check section:
 - Pass
 - Fail – The score of the Out Of Wallet questions is below the dealership’s specifications.
 - Timed Out – The Out Of Wallet questions will time out after 30 minutes.

If the user fails or times out, a new set of Out Of Wallet questions can be requested or a manual check can be used to validate the customer’s identity. **The dealership will be billed for each time a set of questions are requested.**

To Run a Manual ID check:

- Highlight the desired user's row and click on the **“Manual”** button.

Credit Bureau Inquiry

Refresh (F8)

New Credit Inquiry
 Individual Joint OFAC Out of Wallet
 Repository: CBI - EFX ONLY Page Customer# Deal # New

Search
 Date Inquiry Date: 3 Days
 Customer Last Name First Name Last 4 SSN Search (F12) Clear

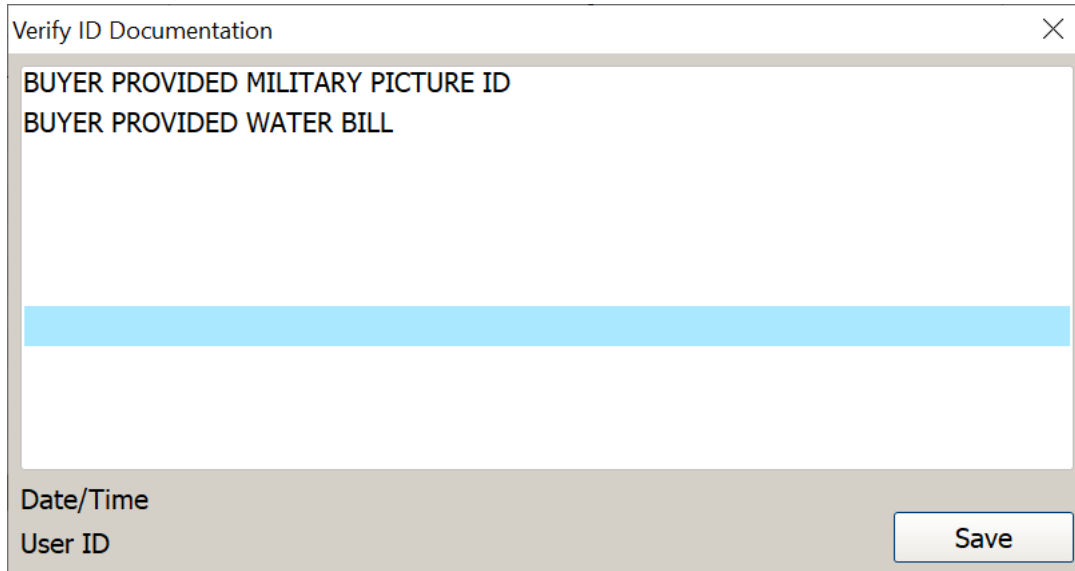
Inquiries and Reports

Credit Report Info		ID Verification							Risk B			
SSN	Name	TUC	XPN	OFAC	Red Flag	Date Time	Ref Number	User ID	Out of Wallet	Manual	Print Created ...	Print C
***_**_...	GODBE, TONI			CLR	Alert	09/04/20 14:26	0-18801-0...	SSM	Fail 0/5			
***_**_...	GODBE, TONI			CLR	Alert	09/04/20 11:35	0-18801-0...	SSM	Fail 1/5	Yes		
***_**_...	BALEY, MICHA...			CLR	Alert							
***_**_...	BALEY, ANDREA			CLR								
***_**_...	BALEY, MICHA...					09/02/20 15:58	0-18801-0...	SMITHJAC	Pass 4/5			
***_**_...	BALEY, MICHA...					09/02/20 15:53	0-18801-0...	SMITHJAC	Pass 5/5			

Buyer **GODBE, TONI** Inquiry Status **COMPLETE** Risk Based Pricing Notice **08/12/20 - Queued**
 Deal # Inquiry Type **OOW** Adverse Action Notice **08/12/20 - Queued**

Compliance Attach **Manual** Email Send to Mail House View Print (F10) Delete Recall Transmit (F7)

- Similar to the deal notes screen from Desking or OFAC Due Diligence Notes, you can document what items a customer brought to verify his or her ID. This notes screen will time stamp any saved or deleted information.



Verify ID Documentation

BUYER PROVIDED MILITARY PICTURE ID
BUYER PROVIDED WATER BILL

Date/Time
User ID

Save

Once the manual ID check is completed, the word “Yes” will appear in the Manual field.

Refresh (F8)

New Credit Inquiry

Individual
 Joint
 OFAC
 Out of Wallet
 Repository: CBI - EFX ONLY Page
 Customer# Deal #
New

Search

Date

Inquiry Date: 30 Days

Customer

Last Name: Last 4 SSN:

First Name:

Search (F12)
Clear

Inquiries and Reports

Credit Report Info		Info				ID Verification						Risk Ba		
SSN	Name	EFX	TUC	XPN	OFAC	Red Flag	Date	Time	Ref Number	User ID	Out of Wallet	Manual	Print Created ...	Print C
***-**-...	BBACOMMON, ...		785		CLR	Alert								
***-**-...	BALEY, ANDREA				CLR	Alert								
***-**-...	BALEY, MICHA...				CLR									
***-**-...	MOHAMMAD, A...					Alert								
***-**-...	GODBE, TONI				CLR	Alert	09/04/20	14:26	0-18801-0...	SSM	Fail 0/5			
***-**-...	GODBE, TONI				CLR	Alert	09/04/20	11:35	0-18801-0...	SSM	Fail 1/5	Yes		
***-**-...	BALEY, MICHA...				CLR	Alert							SSM	09/08/
***-**-...	BALEY, ANDREA				CLR								SSM	09/08/
***-**-...	BALEY, MICHA...						09/02/20	15:58	0-18801-0...	SMITHJAC	Pass 4/5	Yes		
***-**-...	BALEY, MICHA...						09/02/20	15:53	0-18801-0...	SMITHJAC	Pass 5/5			

Buyer **GODBE, TONI** Inquiry Status **COMPLETE** Risk Based Pricing Notice **08/12/20 - Queued**

Deal # Inquiry Type **OOW** Adverse Action Notice **08/12/20 - Queued**

Compliance
Attach
Manual
Email

Send to Mail House
View
Print (F10)

Delete
Recall
Transmit (F7)

Reports

All the action items for Out of Wallet can be found in Deal Manager in the **Credit and Compliance** section. This section of Deal Manager will read as follows:

Credit and Compliance							
EFX	EXP	TUC	OFAC	RF Score	RF Alert	OOW	Manual ID
759	779	825	CLR	694	Alert	!	N/A

Further explanation of the report and its columns can be found below.

Column Name	Meaning	Hyperlink Reflex
Red Flag (RF) Score	Displays the red flag score <ul style="list-style-type: none"> N/A = No credit report attached and deal category of Dealer Trade, Wholesale or Fleet ! = No credit report attached 0-999 = Red Flag score 	! directs user into the drill and opens the CBI screen on top 0-999 directs user into the report
Red Flag (RF) Alert	Indicates if a red flag alert exists <ul style="list-style-type: none"> Alert = Red flag alert exists Space = No credit reports attached to the deal OR a Red Flag alert does not exist in the report 	Alert hyperlink directs user to the Red Flag Report
Out of Wallet (OOW)	Displays results of the out of wallet questions <ul style="list-style-type: none"> Pass = user passed Fail = user failed Timed Out = attempt had timed out N/A = OOW was not recommended OR OOW was recommended but Manual ID is set to Yes ! = OOW was recommended and Manual ID is not set to Yes 	n/a
Manual ID	Displays whether ID was manually verified if buyer/co-buyer fails OOW questions <ul style="list-style-type: none"> N/A = OOW was not performed OR OOW result is 	<input checked="" type="checkbox"/> will drill into the Verify ID modal and display any notes entered to identify client