



Trust & Agency Services

# Investor Reporting FAQ

#PositiveImpact

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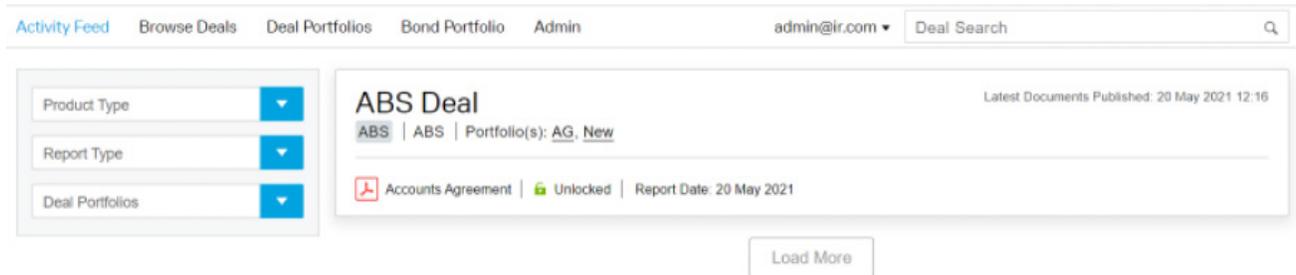
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# Navigation

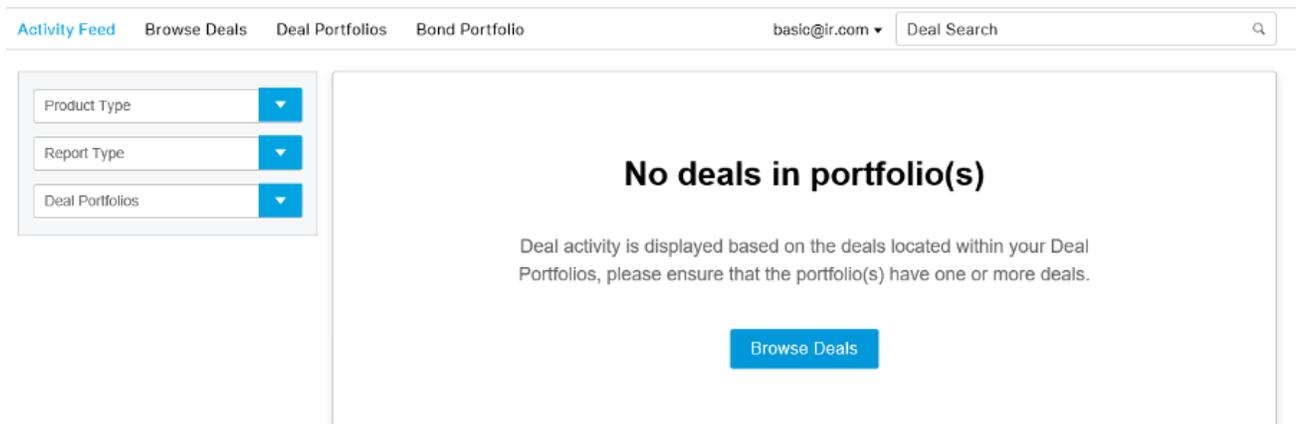
## What is the activity feed?

The Activity Feed displays the latest document activity for all deals across all Portfolios that have been created. The default sort order on the activity feed is by latest document published on a deal.



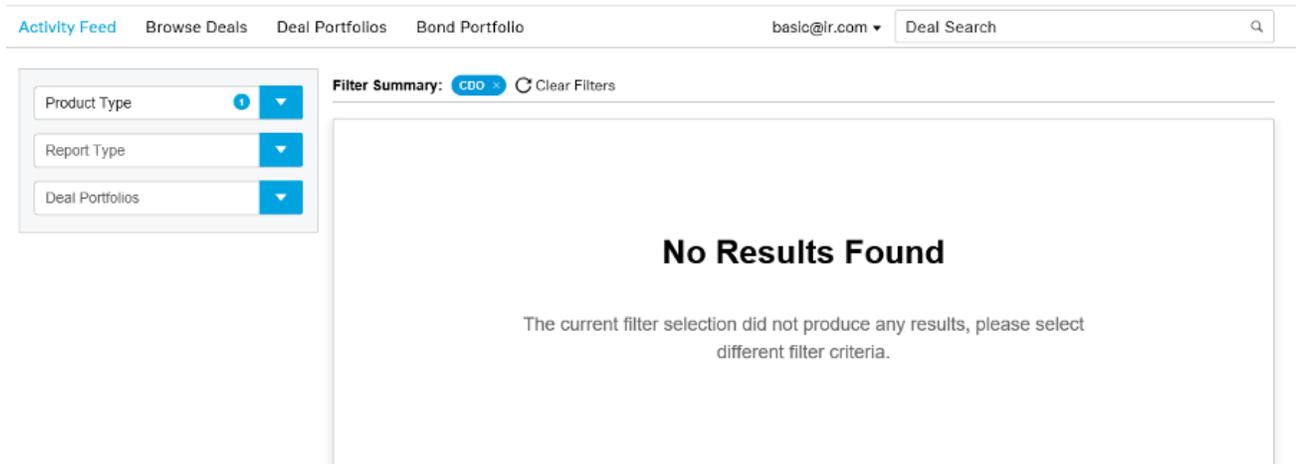
The screenshot shows the 'Activity Feed' page with a navigation bar containing 'Activity Feed', 'Browse Deals', 'Deal Portfolios', 'Bond Portfolio', and 'Admin'. The user is logged in as 'admin@ir.com'. A search bar labeled 'Deal Search' is on the right. On the left, there are three filter dropdowns: 'Product Type', 'Report Type', and 'Deal Portfolios'. The main content area displays an 'ABS Deal' with the text 'Latest Documents Published: 20 May 2021 12:16'. Below this, it shows 'ABS | ABS | Portfolio(s): AG, New' and a document icon with 'Accounts Agreement | Unlocked | Report Date: 20 May 2021'. A 'Load More' button is located at the bottom right of the deal card.

On first login the user will be prompted with the below screen if there are no deals associated with any of their portfolios.



The screenshot shows the 'Activity Feed' page with the user logged in as 'basic@ir.com'. The navigation bar and filters are the same as in the previous screenshot. The main content area displays a large message: 'No deals in portfolio(s)'. Below this, it says 'Deal activity is displayed based on the deals located within your Deal Portfolios, please ensure that the portfolio(s) have one or more deals.' and a blue 'Browse Deals' button is centered at the bottom.

The Activity Feed results can be refined by using the Product Type, Report Type and Deal Portfolio filters. If no results are found to match the filter criteria the following prompt will be displayed.



The screenshot shows the 'Activity Feed' page with the user logged in as 'basic@ir.com'. The navigation bar and filters are the same as in the previous screenshots. The 'Filter Summary' bar shows 'Filter Summary: CDO x Clear Filters'. The main content area displays a large message: 'No Results Found'. Below this, it says 'The current filter selection did not produce any results, please select different filter criteria.'

# Navigation

## How to search for a deal?

Searching for a deal can be done using one of two options:

- A global Deal Search box located on the Activity Feed and Portfolio tabs. A search can be done using deal name or the deal identifier. A user can also select the “Advanced Search” function to continue with amore detailed search.



- An Advanced Search from the Browse Deals tab, displaying all deals in the system. The deal list can berefined by using various filters. Once a deal is selected the user will be navigated to the deal page.

The screenshot shows the Advanced Search interface. On the left is a filter panel with the following options:

- Search input: ABS deal|
- Product Type: dropdown menu
- Deal Portfolios: dropdown menu
- Issuer: dropdown menu
- Closing Date From: dd mmm yyyy
- Closing Date To: dd mmm yyyy
- Deal Privacy:  All,  Private,  Public

On the right, the search results are displayed:

Total Results: 1 Filter Summary: ABS deal x Clear Filters

Deal Name	Product Type	Privacy	My Portfolio Status	Closing Date
ABS Deal	ABS	Public	Add	26 Sep 2006

# Deal Portfolios

## What are deal portfolios?

Deal portfolios enable the user to group various deals together e.g a Portfolio can be created to group together all CDO deals relevant to the user. All private deals that the user has been granted access to will be automatically displayed in an 'Access Granted (AG)' Portfolio.

Alerts can be set on a Portfolio to allow notifications to be sent to the user when documents are published for any deals in the portfolio.

The screenshot shows the top navigation bar with 'Activity Feed', 'Browse Deals', 'Deal Portfolios' (selected), and 'Bond Portfolio'. The user is logged in as 'basic@ir.com'. A search bar labeled 'Deal Search' is on the right. Below the navigation is a 'Create Portfolio' button and a 'Delete Portfolio(s)' link. A table lists existing portfolios:

Portfolio	Deals in Portf...	Alert Types	Alert Frequency	Manage Alerts
<input type="checkbox"/> ABS Portfolio (ABS)	0			+ Add Alerts
<input type="checkbox"/> Access Granted (AG) ⓘ	0			+ Add Alerts

[Read more on adding deals to a portfolio](#)

[Read more about portfolio alerts.](#)

## How to create a deal portfolio?

On the Portfolios tab, select 'Create Portfolio'. A dialogue window will be displayed prompting the user to enter a portfolio name and a short code. Once saved the portfolio will be displayed on the Deal Portfolio tab. Portfolio's will only be visible to the user that created the portfolio.

The first screenshot shows the 'Create Portfolio' dialog with empty input fields for 'Portfolio Name' (0/40 Characters used) and 'Short Code' (0/8 Characters used). The second screenshot shows the same dialog with 'ABS PORTFOLIO' entered in the name field (13/40 Characters used) and 'ABSP' in the short code field (4/8 Characters used). Both dialogs have 'Cancel' and 'Save' buttons.

[Read more on adding deals to a portfolio.](#)

[Read more on removing deals from a portfolio.](#)

# Deal Portfolios

## How to delete a deal portfolio?

On the Deal Portfolios tab, select the Portfolio to be deleted by selecting the checkbox on the left of the Portfolio name. From here, select the 'Delete Portfolio' option at the bottom of the screen. The user will be prompted with a dialogue window to confirm the deletion of the portfolio.

The screenshot shows the 'Deal Portfolios' tab in a web application. At the top, there are navigation tabs: 'Activity Feed', 'Browse Deals', 'Deal Portfolios' (selected), and 'Bond Portfolio'. To the right, there is a user profile 'basio@ir.com' and a search bar labeled 'Deal Search'. Below the navigation, there is a 'Create Portfolio' button on the left and a 'Delete Portfolio(s)' button on the right. The main content is a table with the following columns: 'Portfolio', 'Deals in Portf...', 'Alert Types', 'Alert Frequency', and 'Manage Alerts'. The table contains three rows: 'ABS PORTFOLIO (ABSP)' with a checked checkbox, 'ABS Portfolio (ABS)' with an unchecked checkbox, and 'Access Granted (AG)' with an unchecked checkbox. Each row has a '0' in the 'Deals in Portf...' column and a '+ Add Alerts' link in the 'Manage Alerts' column. A close button 'X' is located at the bottom right of the table area.

### Delete Portfolio(s)

Are you sure you want to delete the selected portfolio(s)? This action cannot be undone.

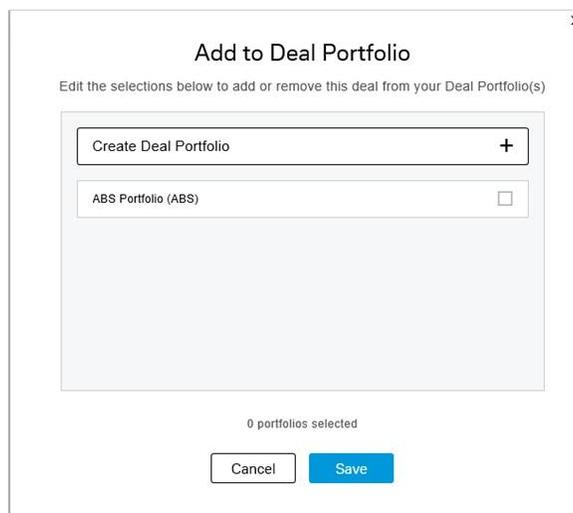
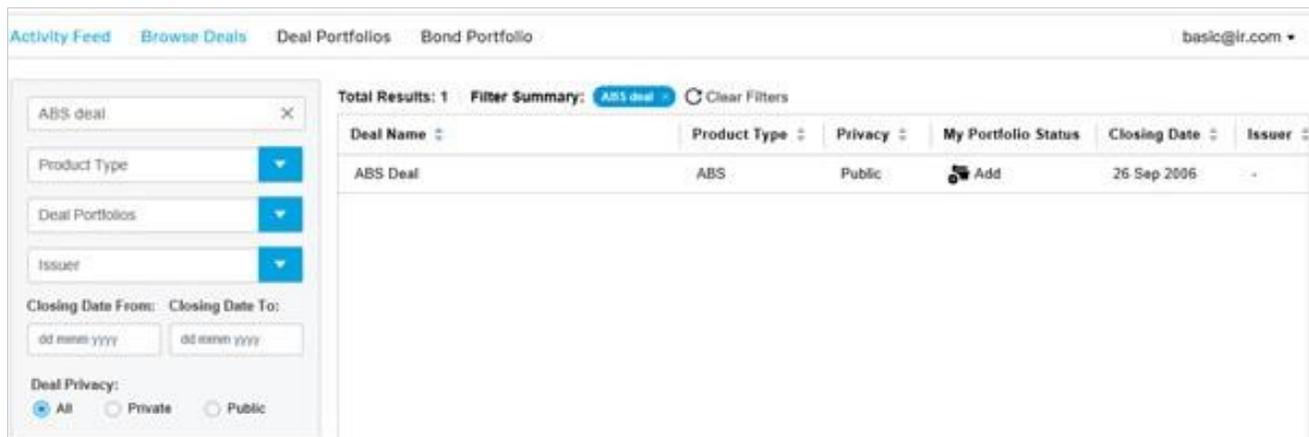
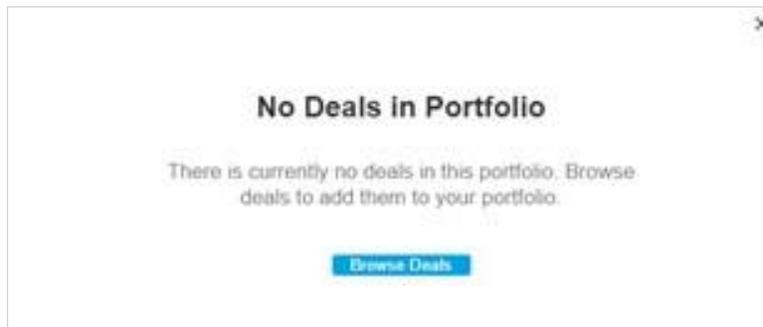
Delete

# Deal Portfolios

## How to add deals to a deal portfolio?

Deals can be added to a portfolio using one of two options:

1. Selecting an empty portfolio and selecting browse deals. The user will be navigated to the Browse Dealstab, where deals can be added under the 'My Portfolio Status' column by selecting "Add". Once a deal has been selected, the user will be prompted to choose the portfolio to which the deal must be added.



# Deal Portfolios

- 2. A user can add a deal to a portfolio from the Deal Page by selecting "Add to Portfolio". If a deal has already been added to a portfolio there will be a count indicated e.g. Add to Portfolio (2) means that the deal has been assigned to two portfolios.



## How to remove deals from a deal portfolio?

Deals can be removed from a portfolio by navigating to the Portfolio e.g. RMBS Portfolio and selecting one or more deals to be removed using the checkboxes. To action the removal, select the 'Remove Deals' option at the bottom of the screen. The user will be prompted to confirm this step.



### Remove Deals From Portfolio

Are you sure you want to remove the selected deal(s) from this portfolio? This action cannot be undone.

Remove Deals

# Deal Portfolios

## How to set up alerts for a deal portfolio?

Email alerts can be set up against a Portfolio to notify a user when documents have been published for deals within the portfolio. To set alerts, a user can select “Manage Alerts” from the Portfolio tab and confirm the Alert Type and Alert Frequency.

Alerts Type selection enables the user to set alerts against different documents within a deal e.g. receive alerts for all document activity or only for notices and amended reports.

Alert Frequency enables the user to set alerts for the frequency at which these alerts will be delivered e.g. alerts can be immediate (as soon as a document is published), end of day or end of week.

### Manage Alerts

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**Alert Types**

- Notices
- Reports
- Deal Documents
- Restated Documents
- Amended Documents

**Alert Frequency**

- Immediate
- End of Day
- End of Week

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**Alert Recipients**

Select which email addresses will receive these alerts.

- Primary email
- Secondary email list ([Maintain](#))

# Bond Portfolios

## What are bond portfolios?

Bond portfolios enable the user to add a CUSIP/ISIN across multiple deals into a portfolio. Selecting the Deal Name on a bond portfolio will direct the user to the deal page. To view the historical factor information the class name or CUSIP/ISIN must be selected.



The screenshot shows a navigation bar with 'Activity Feed', 'Browse Deals', 'Deal Portfolios', and 'Bond Portfolio' (selected). A search bar contains 'basio@ir.com' and 'Deal Search'. Below the navigation, it says 'Total Results: 3' and 'Export Table'. The table has 8 columns: Deal Name, Class, Cusip / ISIN, Payment Date, Interest Amount, Principal Distribution Amount, Ending Principal Balance, and Interest Factor. There are three rows of data, each with a bookmark icon next to the Deal Name.

Deal Name	Class	Cusip / ISIN	Payment Date	Interest Amount	Principal Distribution Amount	Ending Principal Balance	Interest Factor
ABS Deal	A-B	FGHIJ	21 Jan 2021	1 520 000,00	250 000,00	2 450 000,00	20 150 000,0...
ABS Deal	C-D	KLMNO	22 Jan 2021	1 520 000,00	250 000,00	2 450 000,00	20 150 000,0...
ABS Deal	E-F	PQRST	23 Jan 2021	1 520 000,00	250 000,00	2 450 000,00	20 150 000,0...

## How to add a CUSIP/ISIN to a bond portfolio?

On the Deal Page a user can select the bookmark icon located next to each class on the Factors table. Once a class has been bookmarked a notification will be displayed on screen and the latest factor information will appear on the Bond Portfolio tab.

Cusip added to Bond Portfolio.

## How to remove a CUSIP/ISIN from a bond portfolio?

Deselecting the bookmark icon located next to each class on the Factors table or on the Bond Portfolio tab will remove the class from the portfolio. Once a class has been removed a notification will be displayed on screen,

Cusip removed from Bond Portfolio.

## How to export a bond portfolio?

Bond Portfolio can be exported by selecting the export table option below the table. This will be downloaded in a xlsx format.



This screenshot is identical to the one above, showing the Bond Portfolio interface with 3 results and an 'Export Table' button.

Deal Name	Class	Cusip / ISIN	Payment Date	Interest Amount	Principal Distribution Amount	Ending Principal Balance	Interest Factor
ABS Deal	A-B	FGHIJ	21 Jan 2021	1 520 000,00	250 000,00	2 450 000,00	20 150 000,0...
ABS Deal	C-D	KLMNO	22 Jan 2021	1 520 000,00	250 000,00	2 450 000,00	20 150 000,0...
ABS Deal	E-F	PQRST	23 Jan 2021	1 520 000,00	250 000,00	2 450 000,00	20 150 000,0...

# Deal Access

## How to distinguish between public and private deals?

When a deal is Public, the user will be able to see all unrestricted files associated with that deal. However, restricted documents will be hidden and only be made visible to users who are permitted to view the private files. These files will be restricted but unlocked.

The screenshot shows the 'ABS Deal' page for a user named 'basic@ir.com'. The deal is marked as 'Public'. The 'Latest Files' table lists three documents: 'Accrued Interest Repoi', 'Accounts Agreement', and 'Administration Agreem', all with 'Unrestricted' privacy and 'Original' file status. The 'Latest Notice' section shows 'No notices available'. The 'Primary Contact' is John Doe (+1 212-250-2500).

Document Type	Report Date	Published Date	Privacy	File Status	History
<input checked="" type="checkbox"/> Accrued Interest Repoi	04 Jun 2021	04 Jun 2021	Restricted	Original	🕒
<input checked="" type="checkbox"/> Accounts Agreement	28 May 2021	28 May 2021	Unrestricted	Original	🕒
<input checked="" type="checkbox"/> Administration Agreem	28 May 2021	28 May 2021	Unrestricted	Original	🕒

When a deal is Private, the deal will display “Restricted Access” when selected. viewed. Once access is requested the user will be prompted to identify themselves as a Transaction party to the deal. The deal page will display ‘Access Pending’ until access has been granted.

The screenshot shows the 'RMBS Deal' page for a user named 'basic@ir.com'. The deal is marked as 'Private'. The main content area displays 'Restricted Access' with the message 'Content for this deal is restricted. Please request access by clicking below.' and a 'Request Access' button. The 'Primary Contact' is John Doe (+1 212-250-2500).

The screenshot shows the 'RMBS Deal' page for a user named 'basic@ir.com'. The deal is marked as 'Private'. The main content area displays 'Access Pending' with the message 'Content for this deal is restricted. Your access request is being reviewed.' and a 'Manage Access' button. The 'Primary Contact' is John Doe (+1 212-250-2500).

# Deal Access

## How to request access to a private deal?

Requesting access to a deal can be done using one of two options:

1. Select 'Request Access' on the deal page and continue to the transaction party dialogue window.

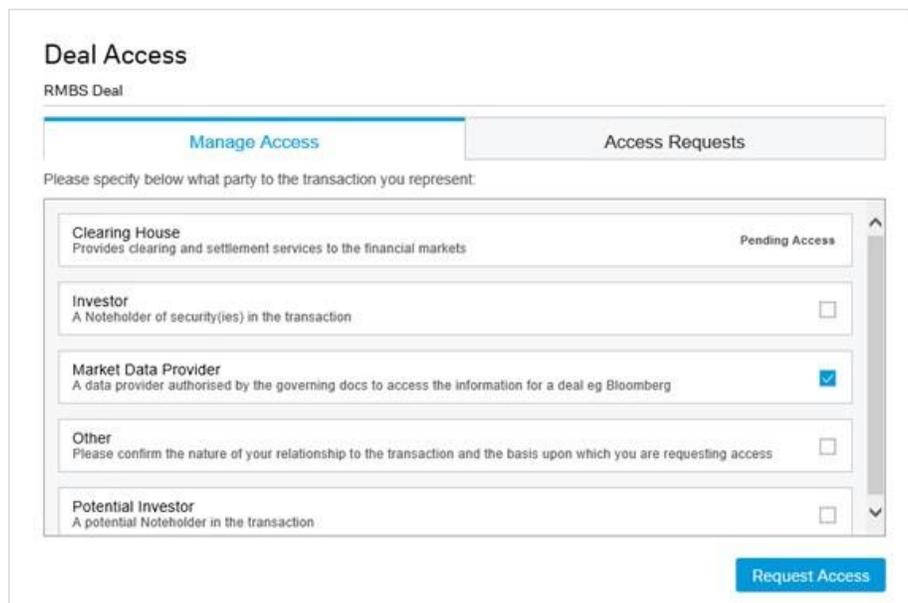


2. Select Manage Deal Access on the top of the deal page and continue to the transaction party dialog window.



## How to select a transaction party?

A user must identify themselves as a transaction party when requesting access to a private deal or restricted document e.g., they can be an Investor or a Potential Investor. Once access has been requested, the user will be prompted with the transaction party dialogue window



After selecting a transaction party, the user will be prompted to either (1) upload documentation, or (2) declare their holdings depending on the access requirements for the transaction party. After completing the required steps and accepting the disclaimer the request can be sent. Once reviewed access will either be granted or rejected, and a notification will be sent to the user.

# Deal Access

### Access Request: Investor

RMBS Deal

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#### Supporting Documents

##### Upload files



Drag & drop or select files here

0 Files added.

Cancel Next

### Access Request: Investor

RMBS Deal

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#### Legal Disclaimer

Investor Disclaimer

**Investor Disclaimer Pending**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc non enim a justo tristique fermentum quis ut libero. Ut hendrerit, quam nec convallis dignissim, ipsum orci luctus sem, sed egestas massa nibh ut libero. Nunc purus erat, imperdiet vel pharetra quis, mollis maximus enim. Duis aliquet erat magna, eget vestibulum dolor consequat condimentum. Suspendisse placerat erat consectetur orci facilisis, rutrum ornare nisi mattis. Sed et risus nunc. Ut sodales condimentum risus, nec tristique lorem molestie sit amet. Pellentesque quis turpis dapibus, congue nunc et, eleifend lorem. Aenean sagittis, dolor eu pharetra sodales, turpis magna vestibulum ligula, cursus sagittis lacus elit vitae velit. Fusce ornare, orci quis porta mattis, turpis nibh malesuada neque, ut rutrum lectus nisi nec lacus. Curabitur lectus tellus, consequat sodales turpis ac, consequat rhoncus erat. Aenean vel libero non est porta vehicula.

Sed lacinia blandit ullamcorper. In rutrum justo id lorem iaculis facilisis. Vivamus consequat metus ut rutrum vestibulum. In at consectetur neque. Integer tempor varius purus, a commodo magna pretium quis. Quisque ac tempus augue. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Quisque fringilla lobortis lorem ac tempor. Vestibulum in luctus massa. Donec vitae lobortis turpis, vel bibendum libero.

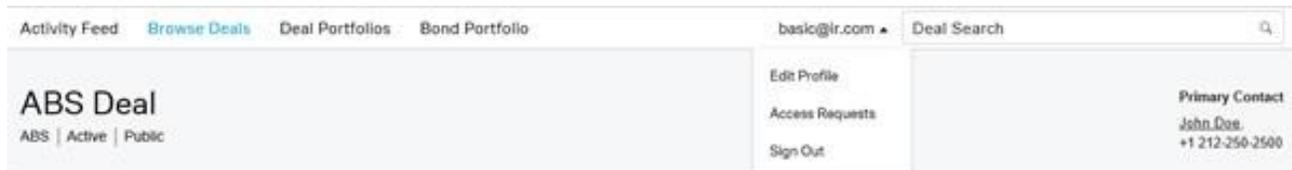
I acknowledge that I have read and understood the legal disclaimer.

Back Cancel Send Access Request

# Deal Access

## How to see a history of deal access requests?

To view a list of all the deals to which a user has access or historical requests that were revoked/rejected, a user can navigate to the 'Access Request' option on the user profile menu. This will detail all active deals with their Access Expiry date and all revoked/rejected deal access requests.

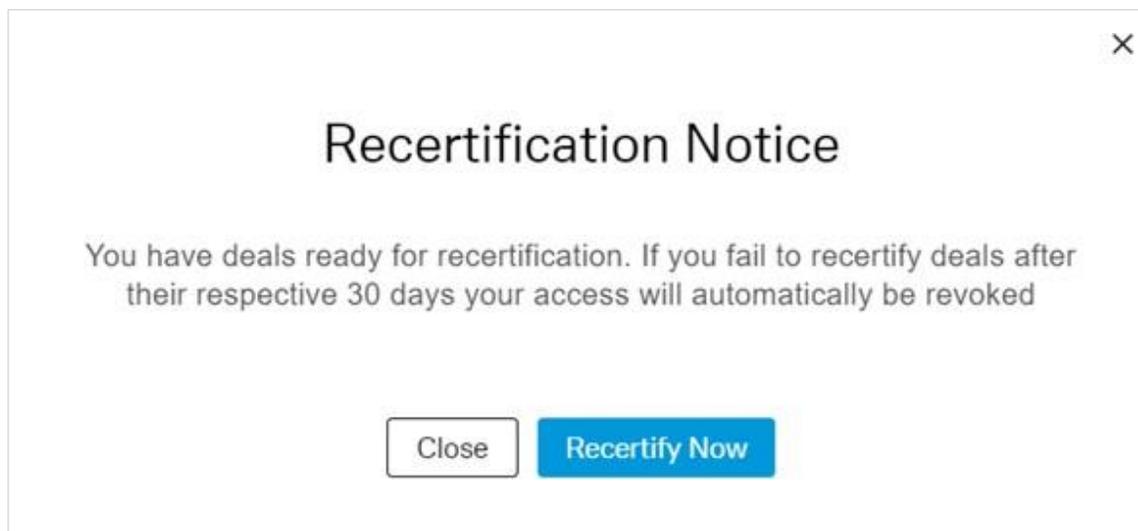


# Deal Access

## What is self-certification?

Self-certification allows the user to recertify as their transaction party when access to a deal is about to expire, without having to go through the deal access request process.

If access to a deal is due to expire in a defined time period e.g one month, a user will be notified with a Recertification Notice dialogue window. To view all deal access expirations, the user must select 'RecertifyNow'. One or more deals can be selected to be recertified.



# The Deal Page

## What information is displayed on the Deal Page?

The deal page consists of multiple tabs, each containing contact information, documents or factor information relating to the deal.

- Overview tab provides an overview of the latest document activity, factors data and deal contact information
- Factor History tab displays the latest and historical data
- Notices tab displays all historical notices for the deal as added in the Report Category 'Notices'
- Deal Documents displays all deal documents for the deal as added in the Report Category 'Deal Documents'
- All Files tab is a repository of all documents available for the deal
- Q&A tab enables the user to submit questions to various deal parties and view responses

## Where to find deal contacts information?

Deal contacts information can be found on the Deal Page.

The screenshot displays the 'ABS Deal' page. At the top left, it says 'ABS Deal' with subtext 'ABS | Active | Public'. On the top right, it identifies the 'Primary Contact' as 'John Doe' with a phone number '+1 212-250-2500'. Below this is a navigation bar with tabs: 'Overview' (selected), 'Factor History', 'Notices', 'Deal Documents', 'All Files', and 'Q&A'. To the right of the tabs are two icons: a lock for 'Manage Deal Access' and a folder for 'Add to Portfolio (1)'. The main content area is divided into three sections. The 'Latest Files' section contains a table with columns for Document Type, Report Date, Published Date, Privacy, File Status, and History. The 'Latest Notice' section shows 'No notices available' and a 'View More' link. The 'Your Deal Contacts' section lists the 'Account Administrator' as 'John Doe' with the phone number '+1 212-250-2500'.

<input type="checkbox"/>	Document Type	Report Date	Published Date	Privacy	File Status	History
<input type="checkbox"/>	Accrued Interest Repoi	04 Jun 2021	04 Jun 2021	Restricted	Original	🕒
<input type="checkbox"/>	Accounts Agreement	28 May 2021	28 May 2021	Unrestricted	Original	🕒
<input type="checkbox"/>	Administration Agreeam	28 May 2021	28 May 2021	Unrestricted	Original	🕒
<input type="checkbox"/>	Aggregate Zip Code Fi	28 May 2021	28 May 2021	Unrestricted	Original	🕒
<input type="checkbox"/>	Annex	28 May 2021	28 May 2021	Unrestricted	Original	🕒

# The Deal Page

## What does the Deal Overview tab consist of?

The Deal Overview tab will only display the most recent published files for each report type (Note: This excludes Deal Documents). The All Files tab will provide a view of all the files that have been published for the deal.

**ABS Deal**  
ABS | Active | Public

Primary Contact  
[John Doe](#)  
+1 212-250-2500

Overview | Factor History | Notices | Deal Documents | All Files | Q&A

Manage Deal Access | Add to Portfolio (1)

### Latest Files

<input type="checkbox"/> Document Type	Report Date	Published Date	Privacy	File Status	History
<input checked="" type="checkbox"/> Accrued Interest Repoi	04 Jun 2021	04 Jun 2021	Restricted	Original	
<input checked="" type="checkbox"/> Accounts Agreement	26 May 2021	26 May 2021	Unrestricted	Original	
<input checked="" type="checkbox"/> Administration Agreem	26 May 2021	26 May 2021	Unrestricted	Original	
<input type="checkbox"/> Aggregate Zip Code Fi	26 May 2021	26 May 2021	Unrestricted	Original	
<input type="checkbox"/> Annex	26 May 2021	26 May 2021	Unrestricted	Original	

### Latest Notice

No notices available

[View More](#) →

### Your Deal Contacts

**Account Administrator**  
[John Doe](#) | +1 212-250-2500

## Where to find the Latest Notice published for a deal?

The latest notice document can be found on the Deal Page displayed below. When selecting the Notices tab, the user will be navigated to the Notices tab, containing all historical notices for the deal. One or more documents can be selected and downloaded from the Notices tab.

**ABS Deal**  
ABS | Active | Public

Primary Contact  
[John Doe](#)  
+1 212-250-2500

Overview | Factor History | Notices | Deal Documents | All Files | Q&A

Manage Deal Access | Add to Portfolio (1)

### Latest Files

<input type="checkbox"/> Document Type	Report Date	Published Date	Privacy	File Status	History
<input checked="" type="checkbox"/> Accrued Interest Repoi	04 Jun 2021	04 Jun 2021	Restricted	Original	
<input checked="" type="checkbox"/> Accounts Agreement	26 May 2021	26 May 2021	Unrestricted	Original	
<input checked="" type="checkbox"/> Administration Agreem	26 May 2021	26 May 2021	Unrestricted	Original	
<input type="checkbox"/> Aggregate Zip Code Fi	26 May 2021	26 May 2021	Unrestricted	Original	
<input type="checkbox"/> Annex	26 May 2021	26 May 2021	Unrestricted	Original	

### Latest Notice

No notices available

[View More](#) →

### Your Deal Contacts

**Account Administrator**  
[John Doe](#) | +1 212-250-2500

# The Deal Page

## How to view a documents history

To view a document's history, select the 'Overview' tab and select the icon in the History column.

On selection of the icon, the user will be navigated to the All Files tab, with the selected report type filtered.

Overview | Factor History | Notices | Deal Documents | All Files

### Latest Files

<input type="checkbox"/> Document Type	Report Date	Published Date	Privacy	File Status	History
Accrued Fees Report	20 May 2021	20 May 2021	Restricted	Original	

## ABS Deal

ABS | Active | Public

Primary Contact  
John Doe.  
+1 212-250-2500

Overview | Factor History | Notices | Deal Documents | All Files

Manage Deal Access Add to Portfolio (1)

Search Doc Type, File Name

Document Type

Date From:  Date To:

Filter Summary: **Accrued Fees Report** Clear Filters

Total Results: 1 Download

<input type="checkbox"/> Document Type	Report Date	Published Date	File Status	Privacy
Accrued Fees Report	20 May 2021	20 May 2021	Original	Restricted

# The Deal Page

## Where to find the latest factor data on a deal?

The latest factor data can be found on the deal page displayed below. When selecting 'View More' the user will be navigated to the Factors tab, containing all historical factor data. Latest factor data can be exported from the deal page by selecting 'Export Table'.

**ABS Deal** 321063 | ABS | Active | Public Primary Contact: John Doe | +1 212-250-2500

Overview | Factor History | Notices | Deal Documents | All Files | Q&A | NRSRO Q&A | NRSRO Reports | Manage Deal Access | Add to Portfolio (1)

**Latest Files**

Document Type	Report Date	Published Date	Privacy	File Status	History
Accrued Fees Report	20 May 2021	20 May 2021	Restricted	Original	
Agency Agreement	20 May 2021	20 May 2021	Unrestricted	Original	

Download | View All Files →

**Latest Notice**

Accounts Agreement | 20 May 2021 | Public

View More →

**Your Deal Contacts**

Account Administrator  
John Doe | +1 212-250-2500

**Factors**

Class	Cusip / ISIN	Payment Date	Interest Amount	Principal Distribution Amount	Ending Principal Balance	Interest Factor	Principal Factor	Ending Balance Factor	Cur
G-H	UVWXY	24 Jan 2021	1 520 000.00	250 000.00	2 450 000.00	20 150 000.0...	3 500 000.000...	2 520 000.000...	

## How to export historical factors on a deal?

Historical factors are displayed on the Factors tab. The user can find the historical date by using the date selector. Factor data can be exported from the deal page by selecting 'Export Table'.

**ABS Deal** 321063 | ABS | Active | Public Primary Contact: John Doe | +1 212-250-2500

Overview | **Factor History** | Notices | Deal Documents | All Files | Q&A | NRSRO Q&A | NRSRO Reports | Manage Deal Access | Add to Portfolio (1)

< January 2021 > Export Table

Class	Cusip / ISIN	Payment Date	Interest Amount	Principal Distribution Amount	Ending Principal Balance	Interest Factor	Principal Factor	Ending Balance Factor	Cur
A-B	FGHIJ	21 Jan 2021	1 520 000.00	250 000.00	2 450 000.00	20 150 000.0...	3 500 000.000...	2 520 000.000...	
C-D	KLMNO	22 Jan 2021	1 520 000.00	250 000.00	2 450 000.00	20 150 000.0...	3 500 000.000...	2 520 000.000...	
E-F	PQRST	23 Jan 2021	1 520 000.00	250 000.00	2 450 000.00	20 150 000.0...	3 500 000.000...	2 520 000.000...	
G-H	UVWXY	24 Jan 2021	1 520 000.00	250 000.00	2 450 000.00	20 150 000.0...	3 500 000.000...	2 520 000.000...	
Z-A	ABCDE	20 Jan 2021	1 520 000.00	250 000.00	2 450 000.00	20 150 000.0...	3 500 000.000...	2 520 000.000...	

# Questions and Responses

## How to submit a question?

The Q&A tab on a Deal Page will not be displayed for every deal/user. It will only be available to users associated with the deal as the 'Investor' transaction party.

On selection of the 'Submit a Question' button, the user will be prompted with a dialogue window to complete for question submission. A question type must be selected as well as the intended recipient of the question. Once the user has completed the question, it can be submitted.

By selecting the "All Questions" radio button, the user can see all the completed, rejected and open questions still awaiting responses, as opposed to "My Questions" which pertain to questions that this specific user submitted.

The screenshot displays the 'ABS Deal' interface with the 'Q&A' tab selected. The main content area shows a table of questions with the following data:

Question Type	Question	Submission Date	Question For	Status	Attachments
Doc Request	<a href="#">Another question for the ABS deal</a>	21 May 2021	Servicer	Awaiting Resp...	0
Other	<a href="#">This is a question for the ABS deal</a>	21 May 2021	Trustee	Awaiting Resp...	0

Below the table, a 'Submit a Question' dialog box is open, showing the following fields:

- Request Type:** Other
- Question For:** Trustee
- Question:** A text area containing the placeholder text 'Include your question here'.
- Character Count:** 0 / 500 Characters used
- Buttons:** Cancel and Submit Question

# Questions and Responses

## How to view a response on a question?

Once a question has received a response, the user who submitted the question will get an email notification. To filter or find a question, a user can select the Question Status filter or select the 'My Questions' radio button. Once a user has selected the question from the list, they will be navigated to the response page where the response will be displayed.

Once a question has been responded to, the user cannot reply to the response. A new question must be submitted for additional questions or queries.

The screenshot shows a navigation bar with tabs: Overview, Factor History, Notices, Deal Documents, All Files, and Q&A. On the right, there are links for 'Manage Deal Access' and 'Add to Portfolio (1)'. Below the navigation bar, there is a search box labeled 'Search Questions' and two dropdown menus for 'Question Type' and 'Question Status'. To the right of these filters, it says 'Total Results: 2' and a 'Submit a Question' button. A table lists two questions:

Question Type	Question	Submission Date	Question For	Status	Attachments
Doc Request	Another question for the ABS deal	21 May 2021	Servicer	Answered	0
Other	This is a question for the ABS dea	21 May 2021	Trustee	Awaiting Resp...	0

The screenshot shows the details of a question and its response. The navigation bar is the same as in the previous screenshot. Below it, there is a 'Back to all questions' link. The question details are: 'Answered', 'Submission Date: 21 May 2021', 'Question For: Servicer', and 'Question Type: Doc Request'. The question text is 'Question From: Investor' with a date of '21 May 2021' and the content 'Another question for the ABS deal'. The response text is 'Reply From: Servicer' with a date of '21 May 2021' and the content 'Here is a response'.

# Questions and Responses

## NRSRO users

Users representing a Nationally Recognized Statistical Rating Organization (“NRSRO”) user will automatically be granted access to deals where Deutsche Bank has the role of 17g-5 Information Provider and will be able to view all documents and data related to these deals. Access to other private deals where Deutsche Bank is not the 17g-5 Info Provider must be requested as described in a previous section of this FAQ.

**ABS Deal** Primary Contact  
John Doe  
+1 212-250-2500

321063 | ABS | Active | Public

Overview | Factor History | Notices | Deal Documents | All Files | Q&A | **NRSRO Q&A** | **NRSRO Reports** | Manage Deal Access | Add to Portfolio (1)

**Latest Files**

<input type="checkbox"/>	Document Type	Report Date	Published Date	Privacy	File Status	History
<input type="checkbox"/>	Accrued Fees Report	20 May 2021	20 May 2021	Restricted	Original	🔍
<input type="checkbox"/>	Agency Agreement	20 May 2021	20 May 2021	Unrestricted	Original	🔍

**Latest Notice**

Accounts Agreement | 20 May 2021 | Public

View More →

Two additional tabs are available to NRSRO users.

- A Q&A section to submit questions on a deal, this will follow the same question submission process as for investors. See [How to submit a question?](#)
- A NRSRO Reports tab will contain all NRSRO specific documents.