Signer Authentication - Guide to KBA

To protect our client's data and privacy GR requires signer(s) to complete authentication protocols to ensure a secure signing experience.

What is KBA and When is it Used?

- KBA stands for Knowledge-Based Authentication.
- KBA is utilized on eClose transactions to authenticate the signer(s) identity and prevent fraud
- Signers must pass the KBA step before they can proceed with electronic signing.
- The KBA authentication process consists of various questions from a signer's credit history.
    - The questions range from previous addresses to vehicles owned.
    - Signers have 2 minutes to complete questions
    - Signers must answer 4 out of 5 questions correctly to proceed.
    - Signers have 2 attempts to correctly answer questions before they are locked out for a 24-hours.
- All signers must have an SSN and 2years of credit history to complete KBA.

Why is KBA Important?

- Fraud prevention and identity protection.
- Questions are generated based on the user's personal data in real-time, making it difficult to impersonate a signer.
- Authentication is a requirement in financial transactions that are becoming increasingly digital and online.
- KBA helps keeps the borrowers' private information secure against unauthorized access to their account.

What does the KBA process look like for the borrower?

1) Signer authentication is completed in two steps.

Step 1: Borrower fills out their **name, DOB, and current address.**

Step 2: KBA questions are generated based on the borrower's answers in Step 1.