



/ Multi-Loan Pre-Approval Product FAQs

For questions that are not covered below, reach out to your project's Client Manager.

Q: How many products can we include?

A: We recommend a maximum of 10 products without a credit card, or 7 with a credit card.

Q: How long will it take to receive new proofs?

A: 1 to 2 business days for most types of edits. If coding changes are needed, add another 1 to 2 business days.

Q: What are the image requirements?

A: Client-provided images should be at least 300 dpi and at least 4.5" wide x 2.5" tall. The image area cannot extend past 4" from the left edge of the page, to allow for the mailing barcodes.

Q: Can we change fonts?

A: We can use different fonts for Brand Integration clients. We try to avoid using Adobe Fonts because they can't be packaged with files being sent to print vendors and print vendors don't always have the ability to sync Adobe Fonts. Please note emails should use web-safe fonts.

Q: Can we make disclosure copy bold/italicized/underlined?

A: We can make static disclosure copy that appears for all recipients bold/italicized/underlined but not the product disclosures in the letter. We cannot guarantee font formatting will display correctly in the letter, due to how the product disclosures are pulled in.

Q: Can we add a wildcard to the letter/email?

A: Wildcards are not typically included in the letter/email, but we can sometimes do this as long as the wildcard will be included for all recipients. This also depends on space limitations for the letter.

SUBSEQUENT WAVES

Below is the information typically needed before work can begin on subsequent waves.

- If changing images to one from Vericast, did you choose from our web-based photo library? To access our solutions photo library click [here](#).
- What is the new offer end date?

If rates are changing

- What is the new "rates current as of" date?
- Have max rates changed for any of the products?
- If using full monthly payment example amounts in addition to or instead of monthly payments per \$1k, what are the new full monthly payment amounts?
- When updating credit card rates, what are the new rates for Balance Transfers and/or Cash Advances (if they differ from Purchase rates)?