Borrower documentation survey

v. 3.0, John Boykin

**PURPOSE**

Understand why loan applicants

* email us verification documents rather than upload them
* send us bank statements rather than voided checks

**PARTICIPANTS**

Applicants who

* went through the verification process within the past week and
* emailed us 1 + documents as part of the verification process (no uploaders)

Mix of applicants we accepted and applicants who did not complete the verification process for whatever reason

**PLAN**

Target: 150 responses

Ryan B pulls 2,000 names and email addresses of candidate participants, sends them to Luis in CSV for Mac format

Marketing (Luis) sends out email invitations

Survey runs on Survey Gizmo for one week or until responses drop off to a trickle

Stakeholders: Mike G, Shalva, Ryan B

**INTRO**

You recently emailed one or more documents to Prosper to go with your loan application. We want to understand how that documentation process went for you and your thinking along the way.

**QUESTIONS**

How would you describe the process of getting documents to Prosper?

It went fine

It was frustrating because: []

Borrowers have a choice between uploading documents to Prosper from a webpage or emailing them. Why did you choose emailing rather than uploading? Select all that apply.

email allowed me to add a message to go along with my document(s)

the website would not let me upload the kind of document(s) or number of documents I had to send

I wasn’t sure how to upload

I could email documents without having to log in to the website

emailing was easier because I was using my mobile device at the time

I thought emailing might be faster or more secure

I don’t know or don’t recall

Other: []

Please select all of the following statements that are true.

I have a scanner or ready access to a place that can scan documents for me

I have uploaded documents to other websites before

I have a smart phone

I take pictures with my mobile device

I know how to send photos from my mobile device to other people or companies

I have paper checks from my bank or other financial institution

I have deposited checks into my financial institution by sending photos from my mobile device

I sent Prosper a copy of:

a voided check

a bank statement

both a voided check and a bank statement

Neither

I don’t recall

*[if sent check but not both]*

I sent Prosper a copy of a canceled check instead of a bank statement because (select all that apply)

a check was easier to get hold of

a check was easier to send

I thought a check would satisfy Prosper’s needs better

I don’t have bank statements

Other: []

*[if sent statement but not both]*

I sent Prosper a copy of a bank statement instead of a canceled check because (select all that apply)

a bank statement was easier to get hold of

a bank statement was easier to send

I thought a bank statement would satisfy Prosper’s needs better

I don’t have paper checks

Other: []

How would you rate the job Prosper did in keeping you informed about what was happening with the document(s) you sent?

[5-point scale: very good, OK, neither good nor bad, poor, very poor]

Did Prosper reject any document you sent in?

No

Yes. Here’s what happened: []

I don’t recall

*[If 1+ docs got rejected]*

After Prosper rejected your document(s), how clearly did they communicate what they needed from you instead of the rejected document(s)?

[4-point scale: Very clear, Somewhat clear, Somewhat unclear, Very unclear]

If you would like to say anything else about Prosper’s document verification process, please enter it here:

[Free text entry]

Would you be willing to talk with a Prosper researcher on the phone for a few minutes about your experience?

Yes

No

Please enter your email address so that Amazon can send you your giftcard as our thanks for completing this survey (we will not use your entry here for any other purpose):

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