

Shelsie Crawford

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**From:** Wayne Pierce  
**Sent:** Friday, March 4, 2022 7:05 AM  
**To:** Sales; Mortgage Support Center  
**Subject:** SimpleNexus

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good morning. I hope everyone is have an AWESOME FRIDAY MORNING! I AM! It looks like we were finally able to get the issue with Simple Nexus and Google resolved. As of this morning we were advised that our Google Apps are now back up and working. Unfortunately I do not have access to an Android Device so we will need your help to test this. Please do some testing on the Simple Nexus App and give us feedback as to whether or not the App is working with Android phones. After you do some testing please send your feedback to Toni and I.

We also need your help with one more item. On the call earlier this week we were advised that some users are having issues with document quality. We have discussed this with Simple Nexus and they want to do some research to see what they can do on their end to make this better. You ask how can you help. That is rather easy. We just need examples of the issues that you are seeing with this. If you could please send examples of the issues to Toni and I we would greatly appreciate it. If it is possible to get those by the end of the day today then we can get them to Simple Nexus so that they can start their troubleshooting review first thing Monday morning.

Please include the following items in your e-mail:

1. Borrower’s Name
2. Borrower’s App Source – Apple or Android (if known)
3. Date the upload or incident occurred
4. Brief description of what happened – For example: Borrower uploaded documents and received error multiple times, but documents were received on the app multiple times or document was uploaded and documents are blurry and illegible
5. Identify which documents you are referring to in the app so that we can review them and point out to Simple Nexus for review

We know that this is going to take some time on your part to complete these and we appreciate your time. But for us to provide the best product to our customers we need your feedback to do this. Our goal is to provide you with the best tools possible to enhance our customer’s experience.

Thank you again for your assistance with these matters.

**MAKE TODAY THE BEST DAY EVER!**

Thanks,

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