

# GETTING STARTED

## SOCIAL MEDIA COMPLIANCE – AUDITS

While social media provides a wonderful (and easy!) way of networking and advertising your services, the regulations surrounding advertising are stringent and the repercussions for violating them are harsh. At Comergence, we have a clear understanding of the various state and federal regulations that have the greatest potential for violation and we can provide the insight you need to set up your risk program accordingly.



### CREATE YOUR PROFILE

If you are new to Comergence, visit [www.Comergence.com](http://www.Comergence.com) to build your profile in a few easy steps. Once registered, you will also have access to our Support Site with additional instruction details.

If you are an existing Comergence user, log in at [www.Comergence.com](http://www.Comergence.com) and create an order or add the individual responsible for Social Media Management.



### CREATE AN ON-DEMAND ORDER

To create a one-time order, select the 'Social Compliance' tab at the top of the page. Select the 'Create Order' button. Comergence will already have preloaded **all of your sponsored MLOs**. Simply, "select" from the list of employees. Once your selection is made, you will place the order. A payment screen will be made available for the one-time payment.

After payment, the system will direct you to the 'Orders' tab. The Order Board provides all the information needed for users to track the progress of all orders placed. Orders can be created by an individual or a compliance schedule. When the review is completed by Comergence, the order is moved to the Completed status and are ready to be audited. All statuses are color coded so users can easily see what may need attention.

The order numbers are clickable and will take you to the full order details.



### SCHEDULE YOUR COMPLIANCE FREQUENCY

Creating a compliance schedule is recommended for lenders managing large volumes of MLOs. This creates an automated schedule and provides you the ability to add company specific policy and risk tolerance, such as frequency, percentage of MLOs to be Reviewed/Audited, etc. Comergence has predetermined triggers based on regulatory guidance and legal compliance. This section gives access to activate the review schedule for all currently sponsored MLOs. Once the 'Edit' button is selected, you can activate the schedule options.

Users can set the percentage of employees to be audited and the frequency can be selected accordingly. The option for 'Review New NMLS IDs', is a simple 'On' or 'Off' function if companies wish to immediately review new employees for potential violations.

If for any reason, you have questions about our services, visit us at <http://ComergenceCompliance.com/contact> or email us at [sales@comergence.com](mailto:sales@comergence.com).