



# Release Notes

December 20, 2024

For this release, we anticipate the following introductions in your environments. Major features are documented in the Blend Knowledge Base accessible at <https://help.blend.com/>

If that resource does not answer your question, please reach out to Blend Support [support@blend.com](mailto:support@blend.com).

## **Announcements (2)**

- Winter Code Freeze

- Update on Blend's Encompass Web Support Timeline

## **Maintenance Announcements (3)**

- Email-Coordinator and Identity DB's Major Version Upgrade

- Connectivity DB's Minor Version Upgrade

- OneSpan eSign Provider Maintenance

## **Preview Environments (Test/Dev/Beta) (6)**

- (New) FDIC Signage on Account Opening Login Screens

- Quick Intake for Home Equity

- Delayed Account Creation for Home Equity

- Update to the Blend Platform Consumer Privacy Policy and Terms of Use 2025

- Update to the Settlement Agent Workspace (SAW) and Blend Agent App Privacy Policy and Terms of Use 2025

- LO Toolkit Support for 3+ Borrowers

## **Production Environments (Prod) (1)**

- Role Permission Updates for Home Equity (Branch Banker)

## Announcements (2)

### Winter Code Freeze

We will have two code freezes this season. During the freeze windows, no new feature development, significant changes, or enhancements will be released. Only critical bug fixes and urgent issues will be addressed.

#### **What are the affected periods?**

Thanksgiving freeze : Wednesday, November 27, 2024 - Friday, November 29, 2024

Winter freeze: Tuesday, December 17, 2024 - Wednesday, January 1, 2025

### Update on Blend's Encompass Web Support Timeline

Last week, we sent email communication regarding our plans for supporting customers moving to Encompass Web and for customers interested in our plans as it relates to the Encompass SDK deprecation. For those who did not receive this email, you can find all the details on our Community page [here](#).

## Maintenance Announcements (3)

### Email-Coordinator and Identity DB's Major Version Upgrade

We will be upgrading our beta and prod Postgres DBs versions for Email-Coordinator and Identity, from version 12.18 to 13.16. This is because the end of life support from AWS to version 12.18 will be on February 28, 2025.

The maintenance is expected to take the full two hours of the listed periods below.

#### **Will there be a maintenance page during this time?**

No.

#### **What are the affected periods for beta and production?**

Beta: 6pm to 8pm PT Thursday Dec 19, 2024 (12/19/2024)

Prod: 12am to 2am PT Tuesday Jan 7, 2025 (01/07/2025)

## Connectivity DB's Minor Version Upgrade

We will be upgrading our beta and prod Postgres DBs versions for Connectivity, from version 13.7 to 13.9. This is because AWS recently ended the support for the version.

The maintenance is expected to take about 15 minutes in the scheduled time window.

### **Will there be a maintenance page during this time?**

No.

### **What are the affected periods for beta and production?**

Beta: 12am - 2 am PT on 1/20/2025 (Monday)

Prod: 12am - 2 am PT on 1/22/2025 (Wednesday)

## OneSpan eSign Provider Maintenance

*Update 11/14: OneSpan published new maintenance windows for the first half of 2025. Those dates have been added, below.*

One of Blend's eSign vendors, OneSpan, has announced recurring downtime for maintenance windows. These downtimes will result in periods where Blend lender and applicant users will not be able to create new eSign envelopes or sign outstanding envelopes.

Existing eSign tasks will be able to be reopened once maintenance is over.

Failed creation of disclosures, closings, or other eSign tasks will not automatically be retried. Users will need to re-attempt creating or issuing eSign tasks.

### **Will there be a maintenance page during this time?**

No.

### **What are the affected periods for beta and production?**

- January 19, 2025, 9pm - 12am Pacific
- February 16, 2025, 9pm - 12am Pacific
- March 16, 2025, 9pm-12am Pacific
- April 20, 2025, 9pm-12am Pacific
- May 18, 2025 9pm - 12am Pacific

## Preview Environments (Test/Dev/Beta) (6)

### (New) FDIC Signage on Account Opening Login Screens

**Date Available:** Beta 12/17/24, Prod 1/7/25

**Which customers are impacted?:** Deposit Account Customers

**Required?:** Yes, this is a required release. Required releases are features that Blend wants to standardize in the codebase, and typically do not require additional configuration.

**How to turn on:**

This feature will be automatically enabled on the dates listed above.

**Purpose of Update and Benefit:**

This update ensures compliance with FDIC signage requirements for financial institutions with Account Opening enabled. By displaying FDIC signage on specific pages, the update promotes transparency and regulatory compliance, enhancing user trust and meeting necessary standards for financial institutions.

**Current Behavior:**

There is currently no FDIC signage on the login page for Account Opening products.

**New Behavior:**

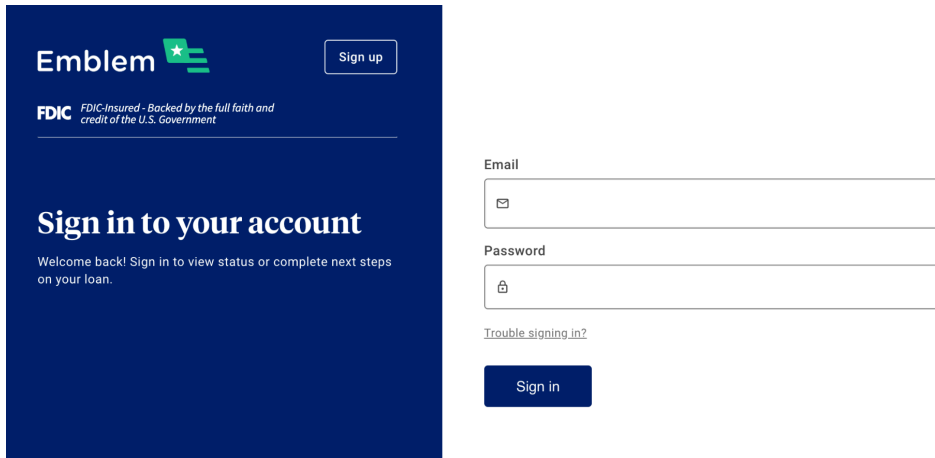
FDIC signage will now appear underneath the tenant logo on the left hand side of the login screen. The text will say "FDIC -Insured- Backed by the full faith and credit of the U.S. Government". FDIC signage will now be present on the following screens for tenants with account opening enabled:

- Login Screens where no loan type is chosen or known
- Loan Chooser page
- Login page

Additionally, FDIC signage will appear on the following pages when the loan type/app type cookie is set to AO:

- Milestone page
- Sign-up page
- Login page

This update ensures that the FDIC signage is consistently displayed throughout the login experience, improving compliance across various user interactions.



*Account Opening Login Screen*

## Quick Intake for Home Equity

**Date Available:** Beta 12/10/24, Prod 1/7/25

**Which customers are impacted?:** Home Equity Customers

**Required?:** Yes, this is a required release. Required releases are features that Blend wants to standardize in the codebase, and typically do not require additional configuration.

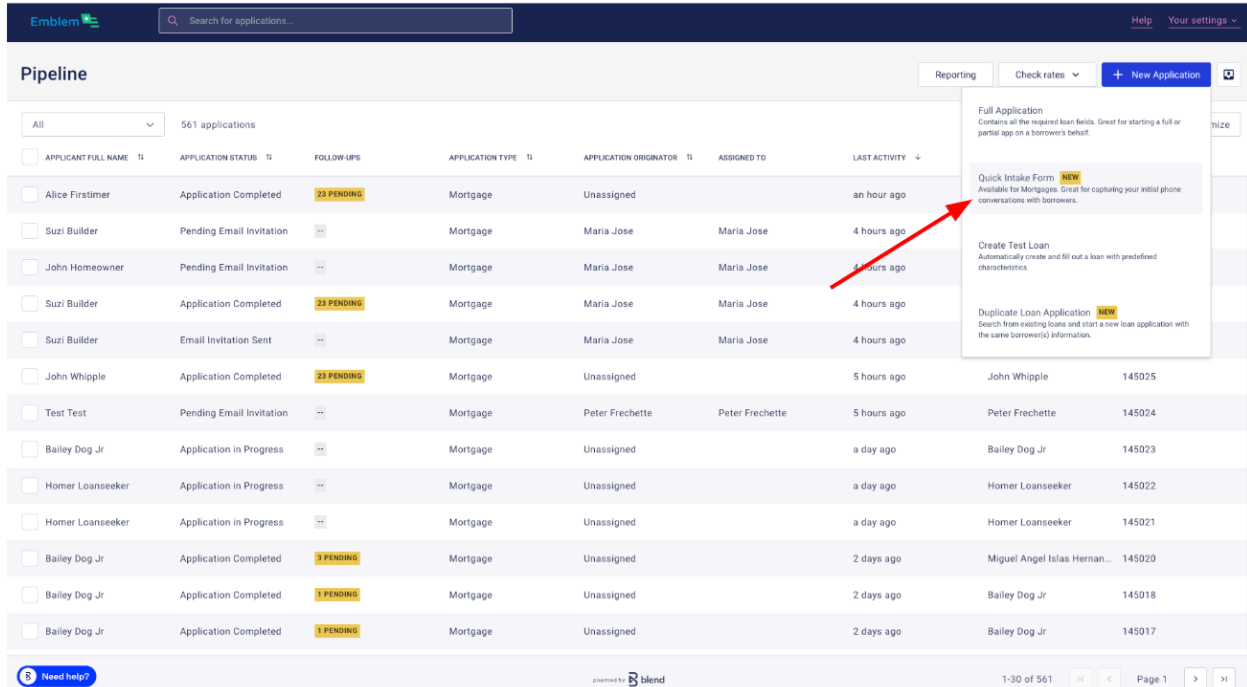
### **How to turn on:**

- This feature will be automatically enabled on the dates listed above.

**Purpose of Update and Benefit:** Quick Intake Form is now available for Home Equity customers. Quick Intake Form allows lenders to capture the important details from a borrower to kick off an application. This enhancement extends the feature to Home Equity products like HELOAN and HELOCs.

**Current Behavior:** The Quick Intake Form only applies to Mortgage products.

**New Behavior:** Quick Intake Form can now be used for Mortgage and Home Equity products. This feature enables LOs to quickly gather essential borrower information when time is limited, while also enabling a seamless transition to the full application process. Notably, the lender can collect the SSN and DOB from the borrower and pull credit using the form.



## Delayed Account Creation for Home Equity

**Date Available:** Beta 12/10/24, Prod 1/7/25

**Which customers are impacted?:** Home Equity Customers

### Required?:

- No, opt-in.

**How to turn on:** This will not be automatically enabled for our customers. It will be available beginning on the dates listed above. If you'd like to take advantage of this functionality, please email [support@blend.com](mailto:support@blend.com).

**Purpose of Update and Benefit:** To standardize the login behavior across products, the Home Equity product now supports Delayed account creation to match the existing behavior of other Blend products.

**Current Behavior:** Delayed account creation was not supported for Home Equity products.

**New Behavior:** Delayed account creation creation is now eligible to be configured for Home Equity products. This will allow institutions to align their login flows between their product lines if they choose to do so. Users will be able to proceed with the application without having to create an account. The account creation step of the application is deferred to later in the application flow.

Delayed account creation can be configured at the product level. Please reach out to the support team if you would like to enable Delayed account creation for the Home equity loan and Home equity line of credit products.

## Update to the Blend Platform Consumer Privacy Policy and Terms of Use 2025

**Date Available:** Beta 12/10, Prod 1/21

**Which customers are impacted?:** All customers who use Blend.

**Required?:**

- Yes, this is a required release. Required releases are features that Blend wants to standardize in the codebase, and typically do not require additional configuration.

**How to turn on:**

- This feature will be automatically enabled for all customers on the dates listed above.

**Purpose of Update and Benefit:**

**Why is Blend updating its Terms of Use and Privacy Policy?**

Blend reviews its Terms of Use and Privacy Policy annually to account for any regulatory changes (e.g., changes in privacy laws), address any updates to products or services offered through the Blend platform, and make any stylistic changes that further increase readability for consumers. An overview of this year's changes is detailed below.

**What's changing in the Terms of Use?**

Blend's Terms of Use were updated to provide clarity around restrictions regarding the use of the platform.

**What's changing in the Privacy Policy?**

For the avoidance of doubt, Blend's privacy practices have not changed. Minor updates to the Privacy Policy include clarification regarding how Blend will disclose consumers' information.

**What to expect:**

The updated Privacy Policy and Terms of Use will be available to review in your beta environment on December 10, 2024, and will be live in production January 21, 2025. If you would like a copy of the updated versions, please reach out to your account partner.

## Update to the Settlement Agent Workspace (SAW) and Blend Agent App Privacy Policy and Terms of Use 2025

**Date Available:** Prod 1/21

**Which customers are impacted?:** All customers using Settlement Agent Workspace and Blend Agent App.

**Required?:**

- Yes, this is a required release.

**How to turn on:**

- This feature will be automatically enabled for applicable customers on the dates listed above.

**Purpose of Update and Benefit:**

**Why is Blend updating its Terms of Use and Privacy Policy?**

Blend reviews its Settlement Agent Workspace (SAW) and Agent App Terms of Use and Privacy Policy annually to account for any regulatory changes (e.g., changes in privacy laws) and address any updates to products or services offered through the Blend platform. An overview of this year's changes is detailed below.

**What's changing in the Terms of Use?**

Blend's Settlement Agent Workspace (SAW) and Agent App Terms of Use were updated to provide clarity around restrictions regarding the use of the workspace platforms.

**What's changing in the Privacy Policy?**

For the avoidance of doubt, Blend's privacy practices have not changed. Minor updates to the Privacy Policy include stylistic changes that further increase readability for consumers

**What to expect:**

The updated Settlement Agent Workspace (SAW) and Blend Agent App Privacy Policy and Terms of Use will be live in production January 21, 2025. If you would like a copy of the updated versions, please reach out to your account partner.

## LO Toolkit Support for 3+ Borrowers

*Update: The rollout for the Support for 3+ Borrowers feature has been paused. Please see the Announcements section of this document for more information.*

**Date Available:** Beta 9/17, Prod TBD

**Which customers are impacted?:** All customers that use LO toolkit on the lender application.

**Required?:** Yes, this is a required release. Required releases are features that Blend wants to standardize in the codebase, and typically do not require additional configuration.



**How to turn on:** This feature will be automatically enabled on the dates listed above.

**Purpose of Update and Benefit:**

We've invested significant time and resources this year to meet the long-standing customer demand for 3+ borrower support.

While a user has always been able to add any number of borrowers to the loan application, they were previously blocked from any of the LO toolkit features when adding more than 2 borrowers.

This release now allows our customers to have LO toolkit available for 3 or more borrowers. Please keep in mind that this only impacts the lender application. No changes have been made to the borrower application, so borrowers will still need to reach out to the lender if they have 3 or more applicants.

Please note that this feature only applies to mortgage and has not been tested for home equity loans or HELOCs.

**Current Behavior:**

Currently, there is no LO toolkit support for 3+ borrowers.

**New Behavior:**

Now available, the listed LO toolkit support below for 3+ borrowers:

**Run credit** - Users can now run credit on any number of borrowers. We are still keeping the existing pairs structure, so all borrowers will need to be added as part of a pair or in their own pair.

Credit  
Pull Credit

**Credit Actions**

What would you like to do?

Pull new credit report

Retrieve existing report

Select credit report options

Pull type:  Bureaus:  TransUnion

Whose credit report would you like to pull?  
Reports will be pulled separately

John Homeowner & Mary Homeowner

Suzi Builder

Alice Firsttimer

[Manage Borrowers](#)

**JOHN HOMEOWNER**      **JOINT PULL WITH MARY HOMEOWNER**      **ALICE FIRSTTIMER**

**Basic information**

First Name	Middle Name
<input type="text" value="John"/>	<input type="text"/>
Last Name	Suffix
<input type="text" value="Homeowner"/>	<input type="text"/>
SSN	Date of birth
<input type="text" value="-- -- --"/>	<input type="text" value="mm/dd/yyyy"/>

[Need help?](#)

For example, if there are 4 borrowers on the loan, there can be any combination of 4 single borrowers with a maximum of two pairs. The borrowers will be listed accordingly in the credit UI, and users will need to select which borrowers to pull credit for. Paired borrowers can only be pulled jointly, and non-paired borrowers can only be pulled separately (this is the same as current behavior).

**Run AUS** - Users can now run both DU and LPA on more than 2 borrowers. We worked with Fannie and Freddie on the required test cases and both GSEs have approved the testing. Please note that DU allows up to a maximum of 4 borrowers and LPA allows up to 5. If a user adds more than those limits, DU and LPA will be disabled. All other LOTK features are not impacted by this maximum.

#144931

Patrick Purchaser  
cellis+09041@blend.com

Alice Firstimer  
cellis+09044@blend.com

+2 more  
Manage borrowers & SMS

Manage third parties

APPLICATION SCENARIOS ACTIVITY FOLLOW-UPS TITLE DISCLOSURES & CLOSING DOCS COMMS OFFERS

Patrick P sc... Alice F score Lorraine P s... Suzi B score ECOA status Product name Rate Payment AUS Available to Run Pre-qual Ready to send Title Not Ordered

670 710 670 625 Undecided Integration Test Inve... 4.75% \$3,145 Run AUS Send letter Order Title

Manage credit View summary Report Status Select Product View details

**Borrower information**

PATRICK PURCHASER

LORRAINE PUR...

Basic information

First name Middle name

Patrick

Last name Suffix

Purchaser

SSN Email address

cellis+09041@blend.com

Date of birth Phone #

Phone Type Language preference

Home Select

First name Middle name

Lorraine

Last name Suffix

Purchaser

SSN Email address

cellis+09043@blend.com

Date of birth Phone #

Phone Type Language preference

Home Select

Need help? Save Changes

**Pricing** - Also now available for 3+ borrowers. Pricing isn't impacted by the number of borrowers, but previously this feature was not available with 3 or more borrowers.

**Liabilities** - Along with the ability to pull credit, all borrowers' liabilities will show up in the monthly debt table. An additional feature we've included in liabilities is automatically omitting duplicate liabilities.

Monthly Debt

Monthly Debt for

- All borrowers
- ✓ Patrick Purchaser
- Alice Firstimer
- Lorraine Purchaser
- Suzi Builder

Liabilities \$1,513.00/mo

CREDITOR NAME	LIABILITY TYPE	MONTHLY PAYMENT	MONTHS LEFT	UNPAID BALANCE	LINK TO PROPERTY	OMIT/PAID	TAXES/INSR	RESET/REMOVE
Ace mortgage Patrick P - 478453	Mortgage Loan	\$ 746	132	\$ 98,514				
Enlightened bank Patrick P - 5566778	Installation	\$ 245	12	\$ 3,000				
Best mortgage Patrick P - 316157	Mortgage Loan	\$ 233	98	\$ 22,754				
Troubling cards Patrick P - 234	Revolving	\$ 100	20	\$ 2,000				
Merry credit Patrick P and Lorraine P - *	Revolving	\$ 79	34	\$ 2,663				
No nonsense credit Patrick P and Lorraine P - *	Revolving	\$ 75	34	\$ 2,530				
Sane credit Patrick P and Lorraine P - *	Revolving	\$ 25	3	\$ 81				
Polite credit Patrick P and Lorraine P - *	Revolving	\$ 10	25	\$ 253				

+ Add additional liability Reset all

Proposed Housing Expenses \$4,020.43/mo

Cancel Save & Close

Need help?

For example, if two married borrowers are added separately in their own pairs and they have joint liabilities, those liabilities typically show up twice. To avoid double counting, we omit those duplicate liabilities in the monthly debt page, however, users can still manually un-omit them. Additionally, users can manually add liabilities and mark them as jointly owned among any number of borrowers.

The screenshot displays the 'Monthly Debt' interface. At the top, there is a title 'Monthly Debt' and a close button 'X'. Below the title, there are two buttons: '+ Add additional liability' and 'Reset all'. The main content area is a table of expenses. The table has two columns: 'DEFAULTS' and 'MONTHLY COST'. The total monthly cost is \$4,020.43/mo. The table contains several rows of expenses, including 'Homeowners association dues' and 'Other'. A modal form titled 'Add Liability' is open, showing fields for 'Creditor Name' (Test), 'Account number' (1234), and 'Liability Ownership' with checkboxes for 'Patrick Purchaser', 'Alice Firsttimer', 'Lorraine Purchaser', and 'Suzi Builder'. The modal also has 'Cancel' and 'Add' buttons. At the bottom of the interface, there is a 'Need help?' button, another '+ Add additional expense' button, a 'Reset all' button, and 'Cancel' and 'Save & Close' buttons.

**Other loan structuring sidebar features (fees, DTI, LTV)** - The full loan structuring sidebar will now be available with 3+ borrowers. We are including all appropriate income and debt into the DTI calculation.

The screenshot displays the Emblem application interface for application #144931. The top navigation bar includes a search field and user settings. The header shows borrower information: John Homeowner (cellis+09041@blend.com) and Suzi Builder (cellis+09043@blend.com), with a status of 'PENDING INVITATION'. The main section, 'Loan information', contains a 'Loan terms' form with fields for Loan purpose (Purchase), Purchase price (\$600,000), Loan amount (\$300,000), Down payment total (\$300,000), Down payment percentage (50%), Estimated property value (\$650,000), Reference loan number (144931), and App Source. Below this is a 'Source(s) of down payment' section with 'Source #1' set to 'Checking Account' and a down payment of \$300,000. A right-hand panel, highlighted with a red border, shows financial metrics: DTI/CLTV/HCLTV (50.00/50.00/50.00%), DTI (---/---%), MONTHLY DEBT (Total \$4,020.43), and DETAILS OF TRANSACTION (Cash to close \$306,210.60, APR 4.792%).

**Joint ownership of REOs** - This was released everywhere in June. With this previous release, users had the ability to select multiple borrowers to jointly own an REO, including borrowers not in the same pair. This is required for 3+ borrowers, and we have not done any testing without this feature. Please see the [release notes from June 14th](#) for more information on this.

**Joint ownership of assets** - This was also separately released in June. With this feature, users have the ability to select multiple borrowers to jointly own an asset, including borrowers not in the same pair. This is required for 3+ borrowers, and we have not done any testing without this feature. Please see the [release notes from June 28th](#) for more information on this.

**Ability to limit the number of borrowers allowed on the application (optional)**- Based on some customer feedback, we have also added a new configuration to limit the max number of borrowers, the default maximum number is 12.

For example, if a lender only allows a maximum of 4 borrowers, then we can set the max to 4. A user can still add more than 4 borrowers, but LOTK will become disabled. This mimics the behavior existing today where users can add any number of borrowers but LOTK is disabled after 3 borrowers are added. This is on top of the AUS borrower limits, so a lender may limit LOTK usage for a max number of borrowers, regardless of the DU and LPA limits.

**Important Note:** Please note that this is the **ONLY optional part of this release.**

# Production Environments (Prod) (1)

## Role Permission Updates for Home Equity (Branch Banker)

*(Update) 12/11/24:* The role permissions enhancement has been updated to an opt-in release. If you would like to see the permission updates, please reach out to your Blend representative.

As a note, enabling this release will set all users who have access to HE loan types on Banker to “Never” by default. Role permissions will need to be reviewed and reset to their desired state.

**Date Available:** Opt-in

**Which customers are impacted?:** Branch Banker (LUS) Home Equity

### **Required?:**

- No, opt-in.

### **How to turn on:**

- This will not be automatically enabled for our customers. It will be available beginning on the dates listed above. If you'd like to take advantage of this functionality, please email [support@blend.com](mailto:support@blend.com).

**Purpose of Update and Benefit:** We have implemented updates to the user roles and permissions for Home Equity (Branch Banker). These permission updates allow for more granular control over loan application workflows, ensuring users can only perform actions (save/submit) that align with their role.

**Current Behavior:** The role permission “can save loan” and “can submit loans” do not apply to the Home Equity (Branch Banker) products.

### **New Behavior:**

With this update, roles can be configured to allow or deny saving loans and submitting loans for Home Equity (Branch Banker) users.

#### **"Can Save Loans" Permission:**

- When the "Can Save Loans" permission is enabled, users will be able to save HELOC/HELOAN loan applications.
- When the "Can Save Loans" permission is disabled, users will not be able to save HELOC/HELOAN loan applications.

#### **"Can Submit Loans" Permission:**

- When the "Can Submit Loans" permission is enabled, users will be able to submit HELOC/HELOAN loan applications.

- When the "Can Submit Loans" permission is disabled, users will not be able to submit HELOC/HELOAN loan applications.

This update will allow the financial institution to gate saving and submitting loans to specific role types. For example, if the institution wants only branch bankers to create loan applications but prefers to have another individual finalize and submit the loan, they can now restrict the "Submit Loans" permission to specific roles, effectively gating the submission process. This ensures that each user only has access to the actions they're authorized to perform, enhancing workflow control and security.

Select users will be able to configure these updates in Setup -> role permissions.

