

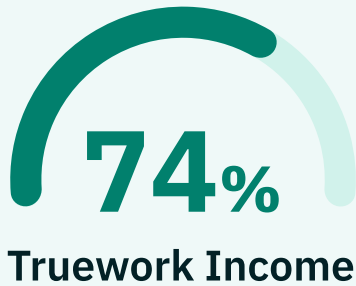


# Truework Income Performance Report

June 2025



## Completion rate



**48%** of completed verifications are **eligible for a GSE program** like Day 1 Certainty® from Fannie Mae or Freddie Mac Loan Product Advisor® (LPA<sup>SM</sup>) AIM.

## Turn-around time



Verification .....  
.....

**79%** under 24 hrs

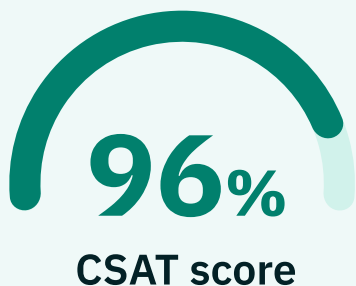
**90%** in 3 business days

Re-verification .....  
.....

**83%** under 12 hrs

**92%** under 24 hrs

## Customer support



Response time  
(median)

**2 mins**

Resolution time  
(median)

**17 mins**

