



August 18-20, 2020

## FAQs

### What is Calyx Vision2020?

Calyx Vision2020 is an online user conference.

Customers have asked for more training, so we are providing a concentrated, online event to give you the tools, training and information to enable your success!

Live interaction with Calyx software specialists, lenders and integrated service providers, keynote sessions, overviews of the newest Calyx products and more await you. We even have games and prizes to make it an engaging, fun and productive event for every attendee.

### When and where is Calyx Vision2020 being held?

Online, a link will be sent to attendees. The conference will be held August 18-20, 2020

### Who should attend?

C-level executives; business, compliance and operations managers/staff; loan originators; underwriters; processors; lock desk personnel; system administrators and secondary market managers.

### How do I pay for registration?

We accept American Express, Discover, MasterCard, and Visa.

### Will I receive confirmation after registering?

Yes. A confirmation will be sent to the email address provided. If you have not received a confirmation within 48 hours, please contact us at [CalyxVision@CalyxSoftware.com](mailto:CalyxVision@CalyxSoftware.com)

## What is the cancellation policy?

- Full refunds will be granted for cancellations received in writing up to August 11, 2020.
- Refund request received after August 11, 2020 will not be refunded.
- Refunds will not be granted for no-shows.
- Calyx will make every effort to immediately notify registrants of a cancellation.
- Calyx may cancel (i) a participant's registration for the User Conference due to commercial or organizational reasons, and (ii) reserves the right to cancel the User Conference.

## Is registration transferable?

Registration is not transferable.

## Will session recordings be available after the conference?

Limited training courses will be available for 3 days after the conference.

## Can I attend any sessions on the agenda?

Absolutely!

## Will I be able to interact with Calyx staff at the conference?

Yes. Calyx Account Managers, Technical Support and Professional Services Consultants will be available to answer your questions.



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### Can I receive Continuing Education Credits for the training sessions?

No, Continuing Education Credits cannot be earned for the training sessions.

### Can I view the Fannie Mae and Freddie Mac New URLA session after the conference?

No, we are not allowed to record the Fannie Mae and Freddie Mac session.

### How will I access the conference?

You will receive an email with a link to the event prior to August 18, 2020.

### Can I preregister for sessions and receive a calendar reminder?

Absolutely. We will send a link to select sessions you would like added to your calendar.

### Will I be able to interact with vendors during the conference?

Yes, you will be able to visit vendor booths, chat with their staff, view videos and download materials.

### How do I get into training sessions?

Go to [CalyxSoftware.com](https://CalyxSoftware.com) > Click on the *Access CalyxVision* > Login and go to the *Auditorium* to enter sessions.