

Loan Meeting Notes










November 20, 2025

Next planned meeting date: December 18, 2025

Attendees: Aaron, Anali, Andee, Boe, Brooke, Candida, Cesar, Chelsia, Gary, GinGar, Greg, Haley, Jade, Jamie R, Jamie S, Kailee, Karissa, Kevin, Kimberly B, Lacey, Laura H, Laura M, Lindsay, Liz F, Maria, Matt, Melissa, Rhonda, Rusty, Shantell M, Stephanie, Tara, Yessi.

- **Borrower Portal Reminder:** The borrower portal allows members to capture their own photos for the PCR and upload required documents such as paystubs, taxes, ID, and homeowner's insurance. After assigning tasks, be sure to click "Notify Borrower" so the member receives the requests.

The screenshot displays the Borrower Portal interface. On the left is a sidebar with navigation links: Borrower Portal, Valuations, Flood, Title, Legal Documents, Signing Services, eRecording, and HMDA. The main content area shows property details for 123 Apple Street, Star, ID 83669, Ada County. It lists two borrowers: John Smith and Jane Smith, both with the note "(address same as subject address)". Below this, there are tabs for TASKS, MESSAGES, and COMMUNICATIONS LOG. The TASKS tab is active, showing a list of tasks assigned to John Smith. The tasks include "Property Images" (with a PDF upload icon and a green checkmark) and several subtasks for property photos (Front Side, Right Side, Back Side, Left Side, and Left & Right Street Views), each with a grey checkmark. At the bottom left is a yellow "ADD NEW TASK" button, and at the bottom right is a blue "NOTIFY BORROWER" button.

Task	Review
Property Images   property images report.pdf	 UNDO REVIEW
Subtask: Property with Street Address	 UNDO REVIEW
Subtask: Left & Right Street Views	 UNDO REVIEW
Subtask: Front Side of Property	 UNDO REVIEW
Subtask: Right Side of Property	 UNDO REVIEW
Subtask: Back Side of Property	 UNDO REVIEW
Subtask: Left Side of Property	 UNDO REVIEW

- **Intranet Training Page:** GinGar created a new Training Page on the intranet to save training videos and other resources. If you want to help create guides or trainings to be added to this page, please let Lindsay and GinGar know!

- **Christmas Cash Loans:** Promotional loan available through December 31st! Please label the loan with “Christmas Cash”. Lindsay sent out a guide for lenders to reference. See Below.

Loan Term

- Up to 12 months.
- No term extensions allowed for Debt Protection coverage adds.

Loan Amounts

- FICO 660 & Above: \$500 minimum, \$2,000 maximum.
- FICO 659 & Below: \$500 minimum, \$1,000 maximum.

Interest Rates

- FICO 660 & Above: 7.50%.
- FICO 659 & Below: 9.50%.
- This is a promotional rate with a limited term, no rate adds or discounts (thin file, bankruptcy, or High Credit).
- Rate bumps are allowed following the Rate Bump Policy (see Guideline).
 - Unsecured bumps require a second set of eyes.

Additional Notes

- Unsecured loan – counts toward family household aggregate unsecured limit.
- Promotion active through 12/31/2025.
- Member must qualify just like any other loan, and all standard unsecured guidelines apply.

- **GAP Claim Process:** If the member has GAP through TruStage and their vehicle is totaled, we can open the claim; however, GinGar will need the date of loss and the insurance company’s payout breakdown before proceeding.
 - **\$1,000 GAP Plus Benefit:** To qualify for the \$1,000 benefit toward their new vehicle, the member must finance the replacement vehicle with the credit union within 120 days of the primary insurance company issuing the payoff check.
- **Skip A Pays:** Members can now complete the Skip A Pay form directly through online banking.

Reminders: A minimum of six payments must have been made to qualify. Real Estate (Mortgage/HELOCs), Christmas Cash, Revolving Lines of Credit, and Helping Hand loans are not eligible. After saving the signed Skip A Pay form in the S Drive > 9-Skip A Pays

folder, send an email to skippay@connectidaho.org with any relevant details the Skip Team may need to process the request.

- **Notice to Home Loan Applicant:** Please make sure you enter the date that credit was pulled for the member on this form. This document is in every HELOC signing packet.

<u>Notice to The Home Loan Applicant</u>			
<p>In Connection with your application for a home loan, we must disclose to you the score that a consumer-reporting agency distributed to us and was used in connection with your home loan, and the key factors affecting your credit scores.</p> <p>This credit score is a computer-generated summary calculated at the time of the request and based on information that a consumer-reporting agency has on file. The score is based on data about your credit history and payment patterns. Credit scores are important because they are used to assist us in determining whether you will obtain a loan. They may also be used to determine what interest rate you may be offered on the mortgage. Credit scores can change over time, depending on your conduct, and how credit scoring technologies change.</p> <p>Because the score is based on information in your credit history, it is very important that you review the credit-related information that is being furnished to make sure it is accurate. Credit records may vary from one company to another.</p> <p>If you have questions about your credit score or the credit information that is furnished to you, contact the consumer reporting agency at the address and telephone number provided with this notice. The consumer-reporting agency plays no part in the decision to take any action on the loan application and is unable to provide you with specific reasons for the decision on the loan application. If you have any questions concerning the terms of the loan, please contact us at:</p> <p style="text-align: center;">Connections Credit Union PO BOX 4909 Pocatello ID 83205 (800)233-5544</p>			
Member:	John Smith		<input type="button" value="SIGN NAME"/>
Credit Report Dated:	11/01/2025	Reflected Credit Score:	720 Initial <input type="text"/>
Joint Member:	Jane Smith		<input type="button" value="SIGN NAME"/>
Credit Report Dated:	11/01/2025	Reflected Credit Score:	713 Initial <input type="text"/>

- **HELOC Documents Reminder:** Please make sure you have Lindsay or GinGar review your HELOC documents before the member signs. If they are not available, please make sure you have another lender review the documents.
- **Rent Amount:** If a member's actual rent is below the \$600 minimum but you are using \$600 for debt ratio purposes, please document this in the notes section of the worksheet.
- **Notes in Forza:** Make sure you are utilizing the notes section in Forza. This is helpful for not only the auditors, but also other employees if the member comes into another branch.

- **Quiz Questions:** GinGar provided questions and lenders answered them in the chat. See Below:

- If a member pays a lot rent of \$250/month, do we need to include a minimum of \$600?
 - If we have proof of the \$250 lot rent, we can use it, but we shouldn't just take the member's word.
- How long after a Bankruptcy is discharged must 2% be added to the qualified interest rate of a loan?
 - Three years.
- What is the maximum LTV for an auto loan amount of \$76,000 for a B Bucket credit score?
 - 100% LTV Max
- How often are HELOC rates subject to change and what is it based on?
 - Quarterly (Jan 1st, April 1st, July 1st, and October 1st) based on the Prime Rate as published in the Wall Street Journal 20 days prior to the quarterly rate change.
- It's not a big deal to be the second set of eyes looking over someone else's docs?
 - Of course it is a big deal! They are counting on you to catch any mistakes they missed.
- Does an LTV of 90.9% qualify for the Equity Discount or does it have to be below 90.0%?
 - Yes, 90.9% is under 91% so it qualifies for the Equity Discount.
- Does a Gross DTI of 40.8% qualify (assuming credit below 700) or does it have to be below 40.1%?
 - - Yes, as long as it's below 41% it qualifies.
- If a member has a checking and regularly makes deposits, but does not have a direct deposit set up, do I need to have an exception signature for IHC?

- Yes, this does require an exception signature from GinGar or Stephanie.
- Someone has a 750 credit score, due only to student loans that have four years of history but the balance is bigger than the original and say deferred?
 - It's clear they haven't made any payments, so we should be careful with the limit we offer.
 - To not use 1% of the balance, we need paperwork to back up that the payment is deferred and for how long or you need an exception signature.
- **Debt Protection Coverage:** Shout out to Tara for having the highest percentage of loans covered for the past three months. Keep offering this protection on every loan and making sure our members are protected.