

Loan Meeting Notes

July 17, 2025

Next planned meeting date: August 21, 2025

Attendees: Aaron, Anali, Andee, Bo, Candida, Gary, GinGar, Jade, Jamie R, Janelle, Kailee, Karissa, Laura H, Laura M, Lindsay, Liz F, Makayla, Maria, Matt, Melissa, Rhonda, Rusty, Shannon H, Shannon L, Shantell M, Stephanie.

- **Loan Application in Forza:** Every time you start a loan and/or pull credit, a loan application needs to be opened in Forza.
 - **Credit Reports:** Credit reports are valid for 30 to 60 days based on the member's credit score. Be sure to regularly manage your loan queue and cancel or deny applications as needed to stay in compliance with regulations.
 - **Adverse Action Notices:** For all denied, cancelled or withdrawn applications, an adverse action notice must be sent along with the last three pages of the credit report for each applicant.
- **Visa Increases:** When processing a Visa limit increase, an application must be opened. Do not leave the application in an approved status in your loan queue. Be sure to add a note in the Notes tab in Forza indicating that the application is for a Visa increase, then update the application status to cancelled.
 - Remember to update the credit score and reference(s) in the original Visa application in Forza.
- **Lender Signatures on Worksheet:** If the processing lender does not have lending authority or the loan exceeds their lending limits, they should sign only as the processor on the worksheet. The lender with the appropriate authority should sign as the approving lender.
- **Loan Review/Policy Exceptions Log:** Please ensure that every loan that is signed for loan review or policy exception is logged. The log is in the L Drive>LOANS>LOAN REVIEWS & POLICY EXCEPTIONS>Loan Reviews-NEW.

- **Application Tasks:** All required tasks must be fully completed and verified for each booked loan application. Do not mark a task as complete until it has actually been completed.

Application Tasks

- ☒ 1 REFERENCE PER BORROWER
- ☒ VEHICLE COLOR IN COLLATERAL TAB
- ☒ PROOF OF OWNERSHIP FOR PRIVATE SALES

-- End of Tasks --

- **Credit Score Key Factors:** Please input the score and key factors in the Credit Score Tab on every loan for which credit was pulled, on the day that the credit is pulled. The date you enter the credit score and key factors into the Credit Score Tab in Forza is the date that will populate on documents, indicating the credit was pulled on that day.

EXPERIAN/FAIR, ISAAC (VER. 2) 657

39 - SERIOUS DELINQUENCY
18 - NUMBER OF ACCOUNTS WITH DELINQUENCY
10 - PROPORTION OF BALANCE TO HIGH CREDIT ON BANK REVOLVING OR ALL REVOLVING ACCOUNTS
14 - LENGTH OF TIME ACCOUNTS HAVE BEEN ESTABLISHED
08 - TOO MANY INQUIRIES LAST 12 MONTHS

Credit Bureau Score

Credit Bureau: Experian Report Format: Experian/Fair, Isaac Model V2

Score: 657 Person: [REDACTED]

Key Factor 1: 39 - Se Key Factor 2: 18 - Ni Key Factor 3: 10 - Ra Key Factor 4: 14 - Le Key Factor 5: 08 - Tr

08 - Too many inquiries last 12 months
09 - Too many accounts recently opened
10 - Ratio of balance to limit on bank revolving or other new rev acc
12 - Length of time revolving accounts have been established

Credit Bureau	Report Format	Score	Person
Experian	Experian/Fair, Isaac Model V2	657	Primary

Refresh Add Edit Remove

- **Loan Review on Worksheet:** If you are marking the loan review section on the worksheet, a second signature is required. This section serves as a reminder to follow the loan review process and obtain the necessary secondary approval.

Member Number: 123456

Relationship to Borrower:

07/01/2025

MLA Eligible: ☐ Yes ☒ No

Loan Review needed for: ☒ Lending Limits

☐ FICO (average) lower than 625

☐ Bankruptcy within the last 3 years

☐ Collection(s)/Charge Off(s) in repayment plan (proof in docs)

☐ Rate Bump involving Unsecured

☐ Other:

- **Reminder- RVs Purchased as Primary Residence:** If a member is purchasing an RV in which to live, the maximum allowable LTV is 70%. RVs are not designed for permanent residency and tend to depreciate faster than other types of collateral. Please use caution when lending in these situations.
- **Reminder- First Time Borrowers:** The LTV for first-time borrowers is limited to 85% but is determined by their credit score and vehicle model year. So, if a borrower does not have a score, they will only qualify for the D bucket LTV. If all requirements under the First Time Borrower guidelines are met, and the loan is within the lender's authority, a second signature or loan review is not required.
- **Lot Rent:** If a member's lot rent is below the minimum requirement of \$600 and that lower amount is being included in the debt ratio, prior approval is required from Lindsay, GinGar or Stephanie. (Lindsay can give a verbal approval, but the documents would still need to be signed by GinGar or Stephanie).
- **CarFax Fees:** According to our fee schedule, we will charge \$15.99 for a CarFax Vehicle History Report and \$5.50 for a CarFax Total Loss Report. If a member requests either of these reports, they are responsible for covering the associated fee(s).
- **Student Loans:** If 1% of the student loan balance is not being included in the debt ratio to account for a potential payment, documentation must be provided showing the loans are in deferment and how long they will remain in deferment. This is to ensure repayment will not begin during the term of the loan.

- If the member has been making regular payments on the student loan(s), they may be considered as part of the tradeline history, potentially removing the 2% add-on for a thin file. Please confirm with GinGar before omitting the add-on.
- If the member is actively making payments on their student loans, the trade line will reflect a history of "C"s, indicating the loan is current and being paid as agreed. See example below:

B B DEPT OF ED/AIDVANTAGE 240	04/25	\$2000	AS	AGREED	
	08/20	\$1781	57	0	0
	04/25	\$15	XP		
04/25: CCCCCCCCCCCCCCCC--CCCCCCC					

- **Self-Reported Tradelines:** Self-reported tradelines on the member's credit report do not need to be added into the debt ratio.
- **Credit Builder Loans:** This loan type helps members build credit without requiring upfront funds. The loan amount is disbursed directly into the member's savings account and held as collateral. Funds are released either at the end of the loan term or gradually as the loan is paid down. This differs from a share secured loan, where the member must deposit the funds upfront and those funds are immediately pledged as collateral.
 - This is a great way to help members build credit and develop credit history.
- **First Payment Due Date:** The first payment must be due no more than 45 days from the loan booking date, unless a promotional offer applies. A guideline is currently being developed to outline this process.
- **Due Date Changes:** The first due date change request can be approved by any lender. A second due date change request will need authorization from the Credit Manager or CLO.
 - The first payment MUST have been made before a due date change can be completed.
 - It cannot be more than 17 days out from the original due date.

- A note needs to be put in the notes on the loan suffix that the date was changed, and the form, signed by both the borrower(s) and the lender, needs to be attached to the loan like the loan docs and NOT IN DIGI DOCS.
- **Voluntary Surrenders:** Resolutions has seen an increase in vehicle surrenders. If refinancing appears to be a viable option, please attempt to do so in-house. If it's not possible through regular loan channels, connect with Resolutions to explore ways to help mitigate a potential loss to the credit union.