

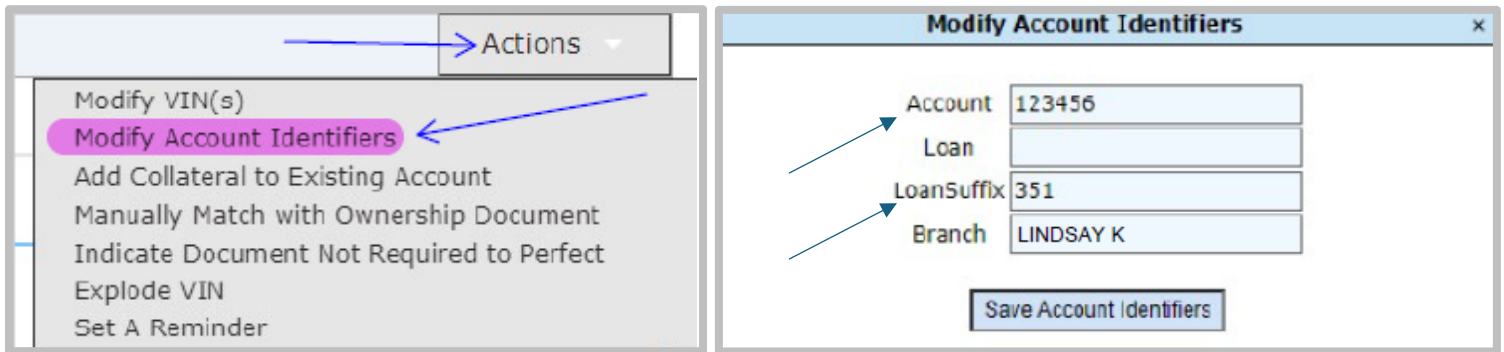
Loan Meeting Notes

October 17, 2024

Next planned meeting date: November 21, 2024

Attendees: Aaron, Anali, Andee, Brooke, Catie, GinGar, Jade, Jamie R, Karissa, Kimberly V, Lacey, Laura H, Laura M, Lindsay, Liz F, Makayla, Maria, Melissa B, Nick, Rhonda, Rusty, Ryan, Shannon H, Shannon L, Shantell M, Tara, Victoria

- **FDI Reminder:** Make sure you are filing the title in FDI as soon as possible. Please use ALL CAPS in FDI.
 - For Inhouse Refinances: Update the loan suffix identified with the loan to the new loan suffix as well as any other changes made to the loan.



- Labeling Refinanced Loan in Forza: Please label the paid off loan that was refinanced with "REFI TO 360" in front of the vehicle description.

The image shows a screenshot of a loan list table. The table has two tabs: 'Active Suffix Accounts' and 'Closed Suffix Accounts'. The table contains the following data:

Suf/Seq	Description	Next Payment	Payment Due	Payoff Amc
21/12	HOME EQUITY DRAFTS (HOME EQUITY DRAFTS 2)	Available Balance: 0.00	Last Trans. Date: 31-Oct-1998	
350/21	2023 JAGUAR F-PACE S/C (NEW AUTO)	15-Oct-2024	0.00	
350/20	2017 FORD F-250 (NEW AUTO)	15-Nov-2019	0.00	
350/16	2012 NISSAN ALTIMA (NEW AUTOS -- 2)	15-Jan-2015	0.00	
350/14	NEW AUTO (NEW AUTOS -- 2)	15-Dec-2012	0.00	
350/13	NEW AUTO (NEW AUTOS -- 2)	15-Feb-2014	0.00	
351/17	2015 COUGAR TRTL / REFINANCE NEW MONEY (NEW AUTO)	15-Nov-2015	0.00	
360/19	2015 FORD MUSTANG GT COUPE (USED AUTO)	16-May-2017	0.00	
360/18	2015 KEYSTONE COUGAR (USED TRAILER 2)	15-Apr-2016	0.00	
360/15	MISCELLANEOUS (USED AUTOS -- 2)			

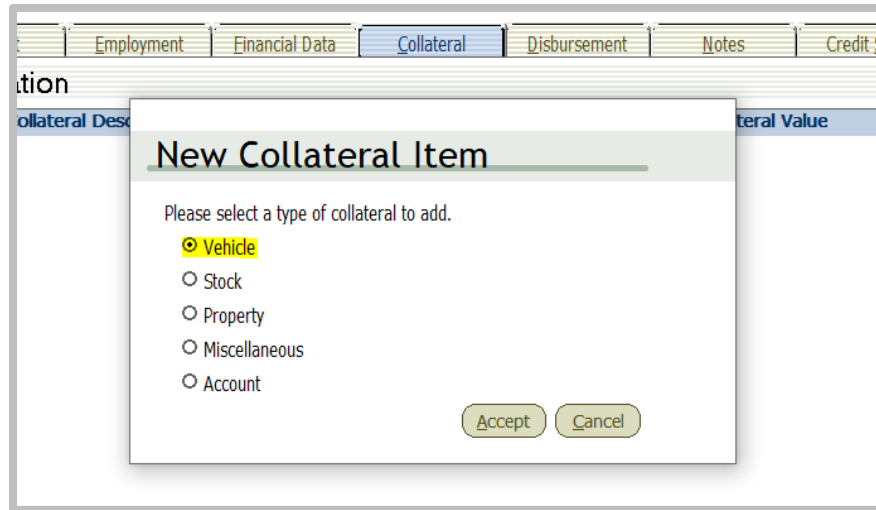
Annotations in the image include a blue arrow pointing to the 'Closed Suffix Accounts' tab, and another blue arrow pointing to the 'Edit/Inquiry' button at the bottom of the table.

The screenshot shows a web-based loan application interface. At the top, there is a 'Description' field containing the text 'REFI TO 360 2023 JAGUAR F-PACE S/C'. To the right of this field is an 'Apply' button. Below the description field are two checkboxes: 'Print Account On Statement' (checked) and 'Do Not Print Delinquent Notices' (unchecked). A horizontal navigation bar contains six tabs: 'Loan Data' (selected), 'System Info', 'Skip Pay', 'Delinquency', 'Insurance', and 'Escrow'. Below the navigation bar, there are two sections: 'Balance Information' and 'Payment Information'. Under 'Balance Information', the 'Disbursement Limit' is listed as '28000.00'. Under 'Payment Information', 'Payments Made: 17 of 72' is displayed.

- **Title Fee Reminder:** If you are adding or removing a borrower, the \$14 title fee must be collected to make the change to the title.
- **Inhouse Refinance Clarification:** When processing an inhouse refinance application, it is preferred to extend the term or add money to the loan, but it is not required to process the loan.
- **Titles/Insurance:** Please utilize the email address (LoanService@connectidaho.org) to communicate with the Resolutions Department regarding titles and insurance.
- **Reminder for Supervisors:** Make sure you are communicating with your front-line staff any pertinent information shared in the loan meeting and supervisor meetings to ensure we provide the best member service possible for our members.
- **Loan Reviews:** Be diligent and review your loan documents for accuracy before they are reviewed by the loan reviewers.
 - Purpose on Loan Worksheet: Explain what the loan is being used for. Example: Purchasing Used Auto from Dealership.
 - Update Driver's Licenses: Make sure you update the driver's licenses in Forza whenever you see that an ID is expired. Not only when processing new loans, update them whenever you see an expired driver's license.
 - If you need to utilize our secure text messaging service to request an updated ID, please reach out to Anali, Lindsay, Nick, Tara, or Rusty.
- **Increase in Fraud:** There has been a lot of fraud happening all over and we need to be very careful about reviewing documents, driver's licenses and any other pertinent

information provided by members. Right signature cannot be utilized for signature cards or new member documentation if we do not have the member's wet signature on file.

- **Collateral Tab/ Entering Vehicle Information:** Loan documents are set up to auto populate the information input in Forza.
 - Collateral Type: Please use the vehicle collateral option for auto loans. If you utilize the miscellaneous option, the loan documents will not populate.



- Vehicle Information: In the Vehicle description the year, make and model should all be input correctly. In the vehicle model section, input the entire model of the vehicle. See example below.

Vehicle Collateral			
Vehicle Information			
Vehicle Purchase Type	<input type="radio"/> New <input checked="" type="radio"/> Used	Release Date	1/1/1900
Vehicle Description	<input type="text" value="2015 RAM 3500 LONGHORN"/>	Vehicle Value Pledged	<input type="text" value="36613.41"/>
Vehicle Year	<input type="text" value="2015"/>	Vehicle Make	<input type="text" value="RAM"/>
		Vehicle Model	<input type="text" value="3500 LONGHORN MEGA CA"/>
Vehicle Color	<input type="text" value="RED"/>	Vehicle VIN	<input type="text" value="3C63R3NL7FG602641"/>
Value of Vehicle	<input type="text" value="40100.00"/>	Source of Vehicle Value	<input type="text" value="NADA"/>
Title Holder	<input type="text"/>	Received Title/UCC	<input type="checkbox"/>
Title Location	<input type="text" value="OAK ST BRANCH"/>	Mileage	<input type="text" value="132139"/>

- **Collateral Photos:** Whenever possible please get photos of the collateral, include them in the loan file.
- **Employee Loans:** Employees should be going to their direct supervisor to process an employee loan. GinGar or Stephanie are the only people that should be calculating income for an employee.
- **Extensions:** Extensions on loans are only able to be processed by the Resolutions Department.
- **Credit Builder Loan:** This is a new loan type and has its own collateral code. It is a share secured loan that is secured by the money disbursed from the loan. The disbursement is put straight in their share/savings account and used as collateral for the loan.
- **Collateral Code Reminder:** Make sure you are utilizing the correct collateral code. If you accidentally book the loan with the incorrect collateral code, this can be corrected in account adjustment.
- **Thin File Reminder:** Do not forget to ADD 2% for thin files- credit reports with less than 18 months of history on at least 3 tradelines (deferred student loans do not count).