

Loan Meeting Notes

October 19, 2023

Next planned meeting date: November 16, 2023

Attendees: Aaron, Anali, Andrea, Boe, Candida, Cori, Dee, Gary, GinGar, Jade, Jake, Jamie R, Jeanne, Jordy, Karissa, Lacey, Laura H, Laura M, Lindsay, Makayla, Matt H, Miguel, Rhonda, Rusty, Ryan, Salena, Shannon H, Shannon M, Shantell, Stephanie T, Tara

- **Loan Aggregate Limit:** \$250,000 is the aggregate limit for loans in each household, excluding real estate secured loans. Anything above this threshold must be approved by the Board of Directors. The total aggregate is the combined balance of loans in the member's name(s), even if they have separate accounts.
- **Titles:** If we do not have a physical title in hand, do not give the member/seller the funds for the loan. NO Title in Hand... NO Cash Out Equity. If the title is currently being held by another financial institution, do not send the payoff without a payoff authorization form signed by the member/seller.
- **Skip A Pays:** With all the transitioning in the Twin Falls branch, Jordy will be focusing on training the employees in her branch. Eventually, the Resolutions team will take over the skip a payment, but for now Evelyn will be processing ALL the skip a payment requests.
 - Loans that do not qualify:
HELOCs, VISAs, Mortgages, Helping Hands, or any kind of promotional rate loan (ex. Christmas Cash)
 - Must have six months of payments made on loan and must be within the 20-day grace period (anything beyond grace period must be approved by the resolutions department). Can only process one skip per year for each loan and can't be used consecutively (ex. Dec and Jan).
- **Floor Rates/ Ceiling Rates (Variable Rate Loans):** An interest floor rate puts a limit on how low an interest rate can go. Interest floor rates protect the lender and allow us to make rate projections for income. Ceiling rates, or interest rate caps, protect the borrower and hedge against negative amortization.
 - HELOC- 4.5% Floor Rate and 15% Ceiling
 - VISA- No Floor Rate(currently) and 18% Ceiling

- Queue Clean-up/Credit Pulling Process:** Please keep your loan queue up to date! GinGar would like to implement the following process to ensure we are staying in compliance and keeping our records up to date. If you pull credit:
 - Open an application.**
 - Follow through on the application after the loan decision. Deny, cancel, or book it.**
 - Include an explanation in the Notes tab of the Loan Application in Forza to provide a rationale for the decision made regarding the application.**
- Share Secured/CD Secured Loans:** The funds from the share or certificate securing the loan need to be put in the collateral tab in Forza or it will not populate correctly on the loan and security agreement.

A Share Secured loan may be set up to secure the collateral for the entire term of the loan or so the secured balance decreases as the principal balance of the loan decreases. There is no way to see how the release method was originally set up after a share secured/certificate secured loan is closed. To make this easier to verify, please take a screenshot and include this in the loan file (updated stacking order will be coming out soon).

- Overdraft Protection/Minimum Payment:** We can do a Share Secured Overdraft just like we do a Share Secured Visa. It can be for any limit but the limit on the overdraft must match the secured limit in the account.

A good rule to follow when setting the limits is that if the member wants a \$500 limit, if we set the limit at \$499, then the payment will never be more than the \$25 minimum. If they want it to be \$1000, if set the limit at \$999, then the payment will never be more than the \$50 minimum.

<u>Loan Balance</u>	<u>Minimum Payment</u>
\$ 0 - \$ 25	Balance of loan
\$ 25 - \$ 499	\$25
\$ 500 - \$ 999	\$50
\$1,000 - \$2,500	\$100

- **Seller POA/Updated 502:** Jeanne confirmed that having a notarized POA from the seller is helpful, but not mandatory. When we can have it notarized, we should. GinGar updated the 502 so we cannot fill in sales tax amounts where we should not be. The highlighted fields should be the only places we add to in section four and six.

Section 4 Sale Information	Idaho Sellers Permit No. (required for leasing or rental companies)		Purchase Date		
	1409-0330-S		10/1/2023		
	Gross Sales Price.....\$	4,000.00	Dealer's Addit Inform		
	Net Idaho Sales Tax Due.....\$.			
Net Idaho Sales Tax Collected.....\$	240.00				
Trade-In Information <small>For Tax Purposes, Trade-ins are Allowed on Dealer Retail Sales Only</small>		Year	Make	Body Type	Model

Section 6 Fees Paid	Do Not Send Cash - Make payment by check or credit card			
	<input checked="" type="checkbox"/> Title Fee.....\$	14.00		
	<input type="checkbox"/> Sales Tax.....\$.		
	<input type="checkbox"/> Rush Fee (Optional) - <u>Additional \$26.00</u> \$.		
	Total Fees\$	14.00		

- **Reviews/Lender Shout-Outs:**
 - Gary- Highlighted Lacey for doing an excellent job of collecting references on every loan he reviewed for her last month.
 - Lindsay- Highlighted Rusty for always being so timely with her responses to loan review emails and Lacey for providing proactive updates about loan documents.
 - Makayla- Highlighted Evelyn for taking a proactive approach involving reaching out to Makayla to ensure she gets everything right the first time.
 - Tara- Highlighted Miguel for doing a great job of keeping her updated on when the corrections have been made and responding in a very timely manner.
- **GinGar's Forza Tips and Tricks:**
 - If there is no amount in the Request/Purchase Amt, Forza will not let you generate loan documents and you will receive an error message.

- If there aren't any tradelines or savings accounts in the Financial Data tab and Forza is not calculating a debt ratio, a tradeline item will need to be manually added. This could be LWF (lives with family), rent, child support, etc.

Financial Data Item

Item Description

Item Description: LWF Category: AUTO LOAN Add

Item Detail

Asset Value: [] Loan Balance: []
Income Value: [] Loan Limit: [] Revolving
Income Frequency: Monthly Payment: 0.00
Income Source: Employer Payments Left: []
Payment Frequency: Monthly
 Mark for Refinance

Financial Institution

Financial Institution: Rent Add
Account Number: []

Accept Cancel

Assets | Import Liabilities Add

- If a PDF file is open on your computer, Forza will not let you upload that file to the loan documents or Digi Docs until it is closed.
- Forza does not like special characters. If loan documents are not generating, double check that there are no special characters or symbols in the collateral description or contact information tab.