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# Configuring Tools for Your Loan Team

## Using CU\*BASE Tools to Standardize and Streamline Your Lending Department

### INTRODUCTION

CU\*BASE Loan Processing tools are designed to increase the productivity, accuracy, and efficiency of your credit union's lending efforts.

With CU\*BASE, loan applications can easily be worked by more than one credit union employee. Whether you have one branch or many, CU\*BASE tools help make sure everyone can access the information they need to answer a member question and keep the ball rolling.



These tools are designed to give your loan interviewers and underwriters more time to do what they do best...take care of your members' borrowing needs.

Included in this booklet:

- ◆ Loan Product Configuration (including risk-based pricing)
- ◆ Delivery Channel Configuration
- ◆ Rate Maintenance
- ◆ Rate Inquiry - Your Online "Quote Sheet"
- ◆ Underwriting Codes and Controls and setting Underwriting limits
- ◆ **NEW!** Loan Deal Filters for collateral-based lending
- ◆ **NEW!** Automated Collateral Valuation (NADA)
- ◆ Application Status Inquiry and the Lending Team "Dashboard"
- ◆ Loan Application File Verification
- ◆ Permanent Underwriting Comments
- ◆ App Check
- ◆ Business Unit
- ◆ Loan Application Checklists
- ◆ Loan App Workflow Styles

**Revision date: November 18, 2016**

For an updated copy of this booklet, check out the Reference Materials page of our website:  
<https://www.cuanswers.com/resources/doc/cubase-reference>  
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All of these tools apply to normal member lending as well as the CU\*BASE Pre-Membership Lending for non-member loan application processing.

## **ABOUT THIS BOOKLET**

This book is designed to provide an overview of some CU\*BASE features and tools that will help you streamline and organize your lending department.

It is not an exhaustive list of all loan-related features in CU\*BASE, of course, but does explain some of the key configuration options you can use to make your team more efficient.

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## COMPANION BOOKLETS

Be sure to check out these companion booklets:

- **[Big-Picture Planning for Your Loan Configurations](#)**: What to Consider When Setting Up Your Lending Codes and Configurations
- [Collateral: Tools for Tracking Property Security Loans](#)
- [Configuring Tools for Collectors: Developing a Collections Strategy](#)
- [Escrow Processing with CU\\*BASE](#)
- [Lease Loan Tools](#)
- [Loan Interest Calculation: 360/365 Daily Interest](#)
- [Mortgage Products: 360-Day Interest Calculation](#)
- [Mortgage Products: Data Capture for Mortgage Closing Forms](#)
- [Mortgage Products: Interest Payment Only Loans](#)
- [Packaging Loans for Sale: Managing Your Concentration Risk](#)
- [Participation Lending: Fannie Mae Secondary Market Loan Servicing](#)
- [Participation Lending: FHLB Secondary Market Loan Servicing](#)
- [Participation Lending: Freddie Mac Secondary Market Loan Servicing](#)
- [Participation Lending: Standard 365 Loans and Other Loans](#)
- [Variable Rate Loan Products](#)

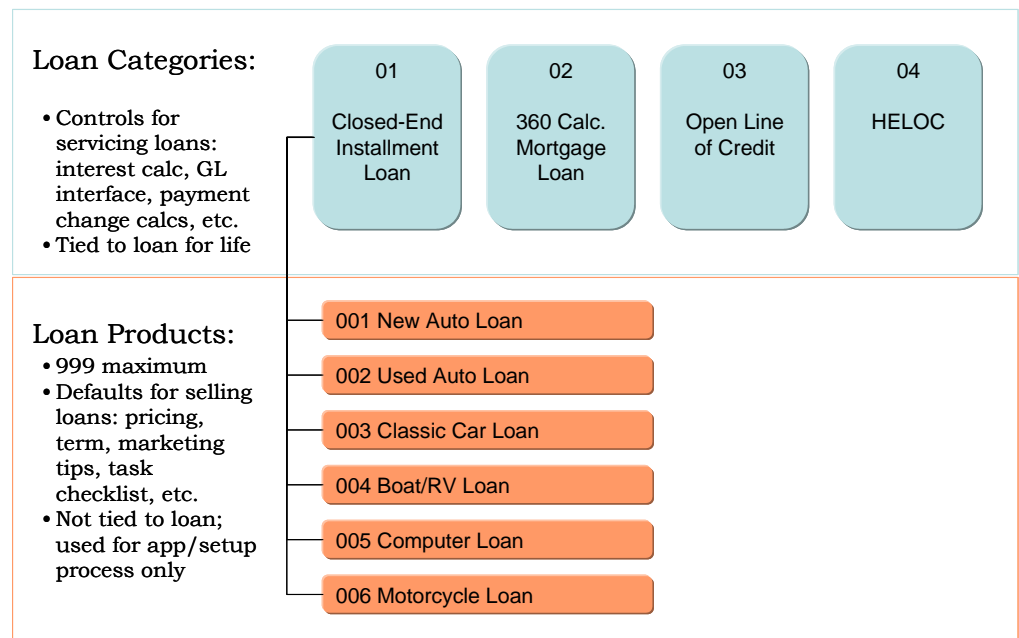
All of these booklets can be found posted on the CU\*Answers Reference Page: <http://www.cuanswers.com/resources/doc/cubase-reference/>

# LOAN PRODUCT CODES: WHAT DO YOU SELL TO YOUR MEMBERS?

There are two key codes that are configured in CU\*BASE to allow your credit union to lend to your members: Loan Category Codes and Loan Product Codes. In addition to myriad other codes that record the purpose of the loan, collateral, payment protection, and other loan features, these two codes are the key codes that control the lending experience from initial application to loan payoff.

- The **Loan Category** is the CU\*BASE configuration that governs how the loan is **serviced** (payment and interest calculations, payment spread, G/L accounts, etc.).
- A **Loan Product** is a template for how a specific type of loan is **sold** to your members.

Multiple loan products can be tied to individual loan categories. Examples of loan products include your credit union's used car loan offering, new car loan, RV loan, etc.—these products could all be tied to the same generic "closed-end installment loan" or "vehicle loan" category.



You can create, delete, relabel, and reorganize loan product templates any time you like, without affecting apps in the queue or booked loans...so get creative! Create promos, introduce products...maybe just give things a new name once in a while!


Up to 999 loan products can be configured per corporation. Up to 50 of those products can be flagged to appear in the Loan Rate Board in **It's Me 247** or from any external website, similar to share and certificate products, complete with "sales information" describing the loan and how to apply, and an online loan application that is integrated directly into CU\*BASE.

# SETTING UP LOAN CATEGORY CODES

Loan Category Codes are set up using the **Loan Category Configuration** option on the Loan Products (MNCNFB) menu.

Setting up loan categories requires that you spend time evaluating how loan accounts are disclosed to members and determining how the accounts should be handled on a day-to-day basis, including interest accruals, daily G/L interface for loan income, payment matrix settings to control the spread, etc.

*To ensure that your loan categories behave the way you expect and disclose to your members, a CU\*BASE Client Service Representative can work with you as you set up the various control parameters. Also refer to the “Big-Picture Planning for Your Loan Configurations” booklet for tips on what to consider when setting up your lending codes and configurations.*

*For complete details, refer to CU\*BASE GOLD Online Help. Click the  link in the lower right hand corner of this screen.*

## “Loan Category Configuration” on the Loan Products (MNCNFB) menu, Screen 1

Business Unit allows you to group similar loans to assist with daily work and filtering. Refer to the Business Unit explanation below.

Check Allow Teller Disbursements if you want your tellers to be able to disburse loan funds from within the Main Teller Posting screen.

Save money by using targeted notices – unique text and date ranges for 4 different types.

Use this button to allow disbursements through Audio Banking or Online Banking.

Check this box to require that different people approve the loan and disburse the loan funds.

## Screen 2 (Sample A: Closed-end loan)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

### Loan Category Definition

UPDATE

Category code 01 SECURED CLOSED END

General Ledger Interface		Payment Matrix Priorities	
Loan category	701.01	Fine amount	1
Interest earned	111.30	Principal	3
Accrued interest	751.00	Misc. G/L	0
Insurance rebate		Over payment indicator	PRN
		Miscellaneous G/L account	
		Miscellaneous G/L transaction description	
Loan category for write-offs	99	Miscellaneous G/L amount	0.00 or 0.000 %

Additional Information

Send 1098 tax form

Maximum loan disbursement 100,000

Skip  
End Update  
Payment Controls

FR (2322) 1/2/23/15

Prevent fat-finger errors and loan amounts outside of your policy limits.

Loans can be written off to more than one category (secured, unsecured, mortgage, etc.).

Post a portion of every payment to a G/L (auto leases, forced savings).

## Screen 2 (Sample B: Interest-only LOC)

Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

### Loan Category Definition

UPDATE

Category code 25 CONSTRUCTION LOAN

General Ledger Interface		Payment Matrix Priorities	
Loan category	701.15	Fine amount	1
Interest earned	111.14	Principal	3
Accrued interest	751.15	Misc. G/L	0
Insurance rebate		Over payment indicator	PRN
		Miscellaneous G/L account	
		Miscellaneous G/L transaction description	
Loan category for write-offs	99	Miscellaneous G/L amount	0.00 or 0.000 %

Additional Information

Interest Payment Only Loans - Scheduled Payment Calculation

Send 1098 tax form

Maximum loan disbursement 6,000.00

Update payment on day 31

Minimum payment amount 0.01

Next payment calculation Feb 2013 [MMYY]

Print payment change notices

Add overline to payment

Mortgage Loans

Allow tax-escrow accounts

Skip  
End Update  
Payment Controls

FR (2322) 7/31/13

Remember escrows aren't just for 360s.

In addition to credit cards, Add overline to payment can also be used for stepdown interest-only LOCs.

### Screen 3 (Sample A: Interactive Pmt Changes)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

## Loan Category Definition UPDATE

Category code 12 OVERDRAFT PROTECTION

Open-End/LOC Payment Change Control Configuration	New Payment Calculation
<input checked="" type="checkbox"/> Automated payment changes <input type="checkbox"/> Print notices	New payment based on <b>Percent</b>
Change activated on <input checked="" type="radio"/> Any transaction <input type="radio"/> Disbursements	Percent method: Pay <b>3.000</b> % of the balance
Process payment changes <b>Interactively</b>	Grace period <b>21</b> days
<input checked="" type="checkbox"/> Allow rate adjustments via update variable rate codes <input type="checkbox"/> Maturity date fixed for variable rate change <input checked="" type="checkbox"/> Round new payment up to whole dollar amount <input type="checkbox"/> Use tiered rates in payment recalculation	Minimum payment amount <b>15.00</b> (all methods except tiers)

Skip  
Tiered Rates

FR (2323) 12/23/15

What's a grace period?  
If a member takes a draw, they won't have to make a payment for *at least* this many days.

### Screen 3 (Sample B: Monthly Pmt Changes)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

## Loan Category Definition UPDATE

Category code 12 OVERDRAFT PROTECTION

Open-End/LOC Payment Change Control Configuration	New Payment Calculation
<input checked="" type="checkbox"/> Automated payment changes <input type="checkbox"/> Print notices	New payment based on <b>Percent</b>
Change activated on <input checked="" type="radio"/> Any transaction <input type="radio"/> Disbursements	Percent method: Pay <b>3.000</b> % of the balance
Process payment changes <b>Monthly</b>	Grace period <b>21</b> days
If monthly: Calculate payment from <input type="radio"/> current <input type="radio"/> Last disbursed balance On day of <input type="text" value="1"/> Next payment calculation month and year <input type="text" value="0000"/> [MMYY]	Minimum payment amount <b>15.00</b> (all methods except tiers)
<input checked="" type="checkbox"/> Allow rate adjustments via update variable rate codes <input type="checkbox"/> Maturity date fixed for variable rate change <input checked="" type="checkbox"/> Round new payment up to whole dollar amount <input type="checkbox"/> Use tiered rates in payment recalculation	

Skip  
Tiered Rates

FR (2323) 12/23/15

Notices are optional, especially when your monthly statements already communicate the same details.

## DISBURSING FUNDS

Certain checkboxes in the Loan Category configuration determine how loan funds can be disbursed. Others do not require special configuration. Additionally, the initial disbursement of the loan funds can be restricted so that the person approving the loan cannot also disburse the loan.



Following is a listing of ways that loan funds can be disbursed:

1. The loan funds can be disbursed directly when the loan is created.
2. Loan funds can be disbursed through **Disburse Member Loan Funds** on the Lending Functions (MNLOAN) menu.

*By pressing Enter on this screen, you are able to post all the loan funds or individual loan fund amounts at separate times. The Total Disbursed records the entire amount disbursed.*

3. Via Phone Operator and regular funds transfer

*Tellers can transfer money from **Member Transfers** on the Member Service (MNSEV) menu and from Phone Inquiry. Additionally this screen is accessed via F13-Transfer from the Teller Processing screen.*

4. Via Online and Audio Banking if the correct configuration is set in the Loan Category configuration. Just select *Audio/Online Banking* (F23) from within the Category configuration and check to “Allow payments via audio online banking”. (See following image.)
5. Funds can also be disbursed via teller processing (a withdrawal field will be available) if the configuration in the Loan Category configuration allows for it. (See following image.)

Additionally, the Loan Category configuration can restrict who can disburse the loan funds. Check “Restrict approving loan officer from disbursing same loan” to require that two different people approve the loan and disburse the funds. (See the image on Page 6.)

## **BUSINESS UNIT**

Credit unions can group loans with a specific purpose, such as mortgage loans, via use of the new Business Unit codes. Credit unions first configure their Business Unit code(s) via **Business Unit Configuration** on the Loan Products (MNCNFB) menu, then enter that code in the *Business Unit* field in the first Loan Category configuration screen of the related loan categories.


Using this feature simplifies analysis and day-to-day work since Business Unit has been added to several reports and filtering tools, such as the Loan Queue and Activity Tracking dashboards.

## **LOAN PRODUCT CODES**

Loan Product Codes are set up using **Loan Product Configuration** on the Lending Products (MNCNFB) menu.

Setting up loan product codes first requires a thorough understanding of the categories you have configured, as well as a plan for the types of loans you will be offering to your members. Since loan product codes also control what appears on the electronic rate sheet in CU\*BASE Rate Inquiry, your current loan rate sheet is a good place to start.

Following are samples of the screens used to configure loan product codes.

For complete details on all fields and options, refer to online help  while working in the screens.

### “Loan Product Configuration” on the Loan Products (MNCNFB) menu Screen 1

The **Prod #** represents the order in which your loan officers will see the product when they start new loan request, so give some thought as to what products you want to keep front and center!

The **Sequence** represents the order in which products will be displayed to members in online/mobile banking.

Use **Add New Product** (F6) to create a new code.

Use **Reassign** to rearrange the product code numbers so the products appear in a logical order for your loan officers in their day-to-day work.

Use **Copy** to take an existing product and use it as a template for creating a new one.

Corp ID	Prod #	Sequence	Product Description	Loan Category
01	001	00	NEW VEHICLE 27 MONTHS	14-NEW VEHICLES
01	002	00	NEW VEHICLE 27 MONTHS	14-NEW VEHICLES
01	003	00	NEW VEHICLE 63 MONTHS	14-NEW VEHICLES
01	004	01	NEW VEHICLE 51 MONTHS	14-NEW VEHICLES
01	005	00	NEW VEHICLE 39 MONTHS	14-NEW VEHICLES
01	008	00	SIGNATURE LOAN - SECURED (COLLATERAL OR COSIGNER)	98-SIGN LN -SECURE
01	009	00	CLOSED END HOME EQUITY LOAN	09-CL END HOME EQU
01	010	03	ATV's, Snowmobiles, Jet Ski's, Lawn & Garden, Trai	16-REC VEHICLES
01	011	00	MOBILE HOME LOAN	01-SECURED CL END
01	012	10	OVERDRAFT PROTECTION	12-OVERDRAFT PROT
01	013	06	SHARE PLEDGED LOAN	03-SHARE PLEDGE LN
01	014	05	SIGNATURE LOAN - NO SECURITY	04-SIGNATURE LOAN
01	015	00	GOODMONEYUPCCFG	PD-GOOD MONEY LOAN
01	016	00	NEW AUTO LEASE - DRIVING SENSE	33-NEW AUTO LEASE
01	018	00	USED AUTO LEASE - DRIVING SENSE	34-USED AUTO LEASE
01	026	04	RV's, Boats, Travel Trailers and Planes	16-REC VEHICLES
01	027	07	SECURED CLOSED END LOAN	01-SECURED CL END
01	028	00	GOLD LINE OF CREDIT INTEREST ONLY PAYMENTS	FA-FIRST MORTGAGE
01	029	00	INSURED HOME IMPROVEMENT	51-INS HOME IMPROV

Use the **Display Options** at the top of the screen to narrow down the list of products.

Show only those products that have been tied to a particular loan category – helpful for making sure all of your categories have at least one product configured.

Use this to display products according to delivery channel. This groups products according to where they are listed:

- Loan Processing
- Loan Quoter
- **It's Me 247** online/mobile
- Other external channels

## Loan Product Configuration Options

(Appears only when editing an existing product.)

If editing a product, check the boxes for only the configuration feature(s) you need to access. (When adding a new product, all screens are displayed automatically in order so this window is not needed.)

## General Product Information

You must check this if you want to be able to offer misc. coverages for this product, such as gap insurance.

These flags control where this loan product can be sold, including external loan delivery channels (SEG web site, Dealer Track, etc.). Online banking access is controlled on the Online Banking screen.

Simplify and speed things up for your loan officers with workflow styles (see Page 66).

The middle section of the screen contains defaults used when creating new loan requests. These save efforts more time and make your consistent. (More defaults will also be available on a subsequent screen.)

If this is checked, the risk-based pricing screen will display after you use Enter on this screen.

To quote up to 81 payments in Loan Quoter, check this flag and fill in fields in this bottom section.

Notice that **only one rate** is entered for the product; all other rates, including risk-based pricing and the online banking offered rate, will be entered as a variant (plus or minus xx.xxx) based on that rate.

## Loan Product Defaults

Session 0 CU\*BASE GOLD - ABC TEST CREDIT UNION

File Edit Tools Help

### Loan Product Defaults CHANGE

Product # 003 NEU VEHICLE 63 MONTHS

Field on Loan Request	Default Value	Show	Protect
Frequency	M	<input checked="" type="checkbox"/>	<input type="checkbox"/>
# of payments	63	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Variable rate code	000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Purpose code	01	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security code	02	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ECOA code	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delinquency code	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Collateral type	A	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loan type	General	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loan fees included in modified APR	0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maturity date		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Review date (# of days before maturity)	00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Application date		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disbursement date (# of days)	30	<input checked="" type="checkbox"/>	<input type="checkbox"/>
First payment date (Minimum # of days)	30	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Day of first payment	00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Default collections officer	XX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Include in open-end loan contract		<input type="checkbox"/>	<input checked="" type="checkbox"/>

Set default values for more consistency and to save time for your loan officers.

Items that will never be needed for this product can be hidden altogether.

If you want to display the item but keep it from being changed accidentally, the Protect flag will prevent changes until a special "unlock" button is used.

TR (5971) 4/11/16

Unless a field has been hidden, loan officers will be able to modify any default values you specify. If protected, the "Unlock" button will need to be used first before the field will allow changes to be made, preventing accidental alterations.

## Miscellaneous Coverage (1)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

### Product Category Configuration Miscellaneous Coverage Selection

Product # 001 Description NEW VEHICLE 27 MONTHS  
Loan category 14 NEW VEHICLES Low 2.450 High 25.000  
Corp ID 01 Product code base rate 2.700

Code	Corp ID	Description	Fee Amount	Include
GA	01	GAP	350.00	N
GP	01	GAP RU	1.00	N
MB	01	MECHANICAL BREAKDOWN	1.00	N

■ Delete ↑ ↓

This screen appears automatically when the *Miscellaneous coverage on loan* checkbox is checked on the general product information screen. You must configure all products you potentially want to offer to members on this type of loan. The choice to actually add them to the loan or not is made at the time the loan request is set up.

Add New Product  
Delete

← → ↑ ↓ ⏸ ⏹ ⏶ ⏷ ⓘ ? @ FR (3271) 1/27/14

## Miscellaneous Coverage (2)

Session 0 CU\*BASE GOLD Edition - Miscellaneous Coverage Selection

Corp ID 01

Code	Description	Fee Amount	Include in Loan Amount
GA	GAP	399.00	N
GI	GAP INDIRECT LOANS	0.00	N
GP	GAP RU	1.00	N
MB	MECHANICAL BREAKDOWN	1.00	N
PS	GPS	450.00	V

● Select ● View Config ● Sales Information ↑ ↓

← → ↑ ↓ ⏸ ⏹ ⏶ ⏷ ⓘ ? @ FR (3277)

## Risk-Based Pricing (1)

Session 0 CU\*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

### Amortization Defaults - Risk Based Pricing

Product # 004 NEW VEHICLE 51 MONTHS  
 Loan category 14 NEW VEHICLES Low 1.890 High 25.000  
 Corp ID 01 Product code base rate 2.490

Level	Tier	From	To	Rate	Tier	From	To	Rate	Tier	From	To	Rate	Tier	From	To	Rate
	1	730	9999	2.490	2	0000	0579	14.000	3	0580	0599	11.000	4	0600	0639	9.990
	5	0640	0679	5.700	6	0680	0729	3.700	7	0000	0000		8	0000	0000	

Change Delete View

Add New Level  
History

FR (5769) 12/30/15

If you like, up to 8 different prices can be set for each risk level (paper grade).

## Risk-Based Pricing (2)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

### Product Category Configuration

Product # 004 NEW VEHICLE 51 MONTHS  
 Loan category 14 NEW VEHICLES Low 1.890 High 25.000  
 Corp ID 01 Product code base rate 2.490

Level

Tier	Credit Score		Variant	+/-	Rate
	From	To			
1	0730	9999	0.000		2.490
2	0000	0579	11.510	+	14.000
3	0580	0599	8.510	+	11.000
4	0600	0639	7.500	+	9.990
5	0640	0679	3.210	+	5.700
6	0680	0729	1.210	+	3.700
7	0000	0000	0.000		0.000
8	0000	0000	0.000		0.000

Recalculate

FR (3273) 12/24/15

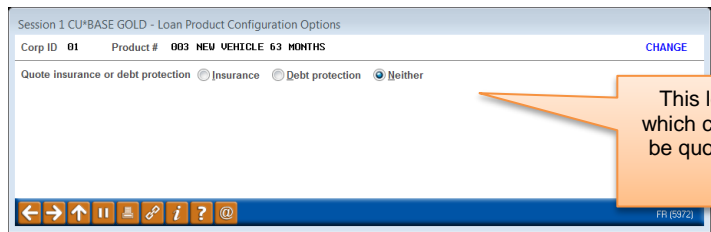
Set default rates according to credit score, for up to 8 different score ranges.

Alternative to consider: This could also be a - (minus) to give a better rate to your high-scoring members...allowing you to quote a different "base" rate for the product.

Level					
Tier	Credit Score		Variant	+/-	Rate
	From	To			
1	0730	9999	1.210	-	2.490
2	0000	0579	10.300	+	14.000
3	0580	0599	7.300	+	11.000
4	0600	0639	6.290	+	9.990
5	0640	0679	2.000	+	5.700
6	0680	0729	0.000	+	3.700
7	0000	0000	0.000		0.000
8	0000	0000	0.000		0.000

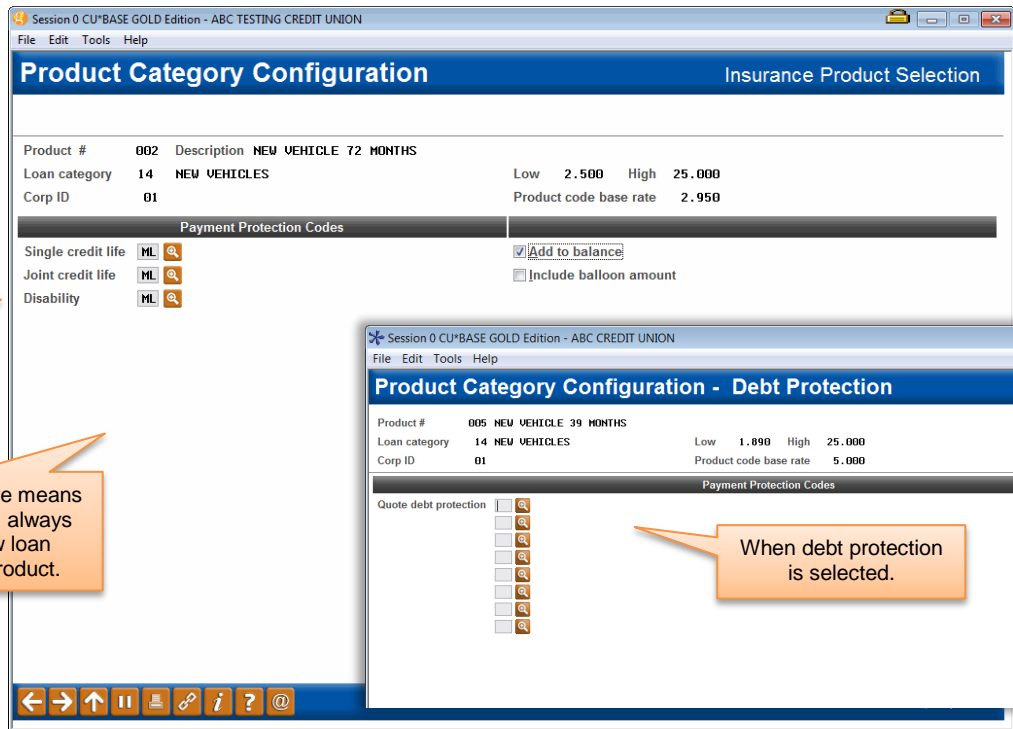
Corp ID 01 Product code base rate 3.700

### Insurance or Debt Protection Configuration (1)



This lets you choose which coverage type will be quoted on new loan requests.

### Insurance or Debt Protection Configuration (2)



When Insurance is selected on the initial window.

Filling in defaults here means these premiums will always be quoted on new loan requests for this product.

When debt protection is selected.

## Online Banking Configuration

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

### Product Category Configuration Online Banking

Corp ID **01**  
 Product # **001**  
 Description **NEW VEHICLE 27 MONTHS**  
 Loan category **14 NEW VEHICLES**  
 Low **2.450** High **25.000**  
 Product code base rate **2.700**  
 Variant **0.000**  
 Online banking offered rate **2.700**

**IMPORTANT:** If you set up any products to be offered via online banking, also be sure to review your Delivery Channel configuration to control how those incoming applications will be coded by the system. See Page 19 for details.

Display sequence **00** (00 = Do not display in online banking)  
 Product name **New Vehicles and Motorcycles**  
 Rate bd teaser **There couldn't be a better time to finance than now!**  
 Available online **Application**

**Application Only**

Frequency code **H**  
 Security code **02**  
 Delq fine code **3**  
 Purpose code default **02**  
 Optional purpose codes **02** **03** **04** **05**  
 Term default **027**  
 Optional terms **039** **000** **000** **000**  
 Collateral type **A**

Payment protection codes  
 Single CL **ML**  
 Joint CL **ML**  
 Disability **ML**  
 Single premium payment protection  Add to balance  
 Include in balloon amount

Recalculate History

FR (3274) 1/27/14

A sequence number here (1-50) means this product will be shown to members on the **It's Me 247** Loan Rate Board.

These settings are used to control the loan application process for members through online banking.

## Member Sales Information

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

### Member Sales Information CHANGE

Enter online banking sales information for the following specific product.

Product Type: 004 - NEW VEHICLE 51 MONTHS

Open new window for link

Comments:

**Find the term that best meets your repayment schedule!**  
 Repayment terms range from 27 months up to 75 months. This quote is based on 51 months.

**IDEA:** Link to your disclosures, then add "By clicking Submit you agree to the terms & conditions outlined on..." language to your comments.

**When you add or remove characters, it might cause fragmented lines of text. Place the cursor at the end of the shortened line and press the Delete key to remove the line break and clean up the paragraphs as needed.**

**MESSAGE TIP:** If you insert text or copy and paste text that exceeds the space provided, a pop-up window will appear. Select Yes to retain text you have written or pasted, but be careful, this may delete following text. Select No to cancel a paste. **WARNING:** Never check the "Remember my decision" checkbox on this pop-up window.

Save Changes

Talking Points  
Copy Text

FR (2633) 1/27/14

This screen appears automatically for loans that are being included in the **It's Me 247** Rate Board.

A URL and/or free-form text should be configured to sell the loan to the online banking member.



## Default Loan Forms

Session 0 CU\*BASE GOLD - ABC TEST CREDIT UNION

File Edit Tools Help

### Default Loan Forms CHANGE

Product # 003 NEW VEHICLE 63 MONTHS Loan category 14

Form ID	Description	Required For Loan Creation	Required For Loan Application
ACOD	Smp Pl UISA/GD MC TILD Acct OP	<input type="checkbox"/>	
ADDN	Addendum to Credit Plan	<input type="checkbox"/>	
AP01	Consumer Lending Plan		<input type="checkbox"/>
CEND	Closed End Note & Disclosure	<input type="checkbox"/>	
DEN2	Blank Generic Denial Notice	<input type="checkbox"/>	
EACD	Smp Platinum MC Diamond MC TIL	<input type="checkbox"/>	
EADD	Addendum to Credit Plan	<input type="checkbox"/>	
EAPP	eDoc Standard LN ap		<input type="checkbox"/>
EAP1	eDoc Gen Shrt		<input type="checkbox"/>
ECEN	MM Closed End Note	<input type="checkbox"/>	
EDED	eDoc Denial Notice		<input type="checkbox"/>
ELAP	Loan Application		<input type="checkbox"/>
ELOW	eDoc Loan Officer Worksheet		<input type="checkbox"/>
ENCD	Notice to Co Signer & Guarant.	<input type="checkbox"/>	
EOEC	Consumer Lending Plan	<input type="checkbox"/>	
EOER	O/E Cr Plan Advance Receipt	<input type="checkbox"/>	
ERGV	CON-Price You Pay For Credit	<input type="checkbox"/>	
ESMP	SMP PL MC/Dand MC CC Agreement	<input type="checkbox"/>	
ESPI	SMP PL MC/Dand MC CC App (AP)		<input type="checkbox"/>
ESUB	Subsequent Action	<input type="checkbox"/>	

↑ ↓

Checkboxes appear based on the type of form. Check as many as you like to include this form automatically on this product (loan officers can adjust when actually printing).

TR (5969) 4/11/16

## Checklist

Session 0 CU\*BASE GOLD Edition - Electronic Check List Task

Product code 002 NEW VEHICLE 72 MONTHS

Task	Description	Task	Description
01	PULL EXISTING LOAN FILE (S)	15	INITIAL CHANGE AMOUNT/PURPOSE
02	WRITTEN EXPL. FOR BK/DQ	16	COMPLETE APP WHERE MARKED
03	PROOF CURRENT OR PAID IN FULL	17	REVIEW & SIGN CREDIT REPORTS
04	PYMT ON FCU LOAN, CC, OR -110	18	\$12 FOR TITLE OR \$10 FOR UCC
05	ADDITIONAL COLLATERAL INFO	19	VERIFY FCU ACCT/LOAN BALANCES
06	VERIFY COLLATERAL VALUE	20	VERIFY CO-APP LIABILITY
07	DEBT TO INCOME RATIO	21	MEMBER CONTACT # ON SCREEN
08	ME REPEAT OFFENDER REG	22	PAYMENT METHOD ENTERED
09	APPLICANT OPEN ACCT W/\$10	23	FIRST DUE DATE
11	CO-APP OPEN ACCT W/\$10	24	CHECK DISBURSED, USE UW CMT
12	INCOME VERIFICATION FOR APP	25	LIEN PLACED
13	INCOME VERIFICATION FOR CO-APP	26	OFFER GAP, IF YES, USE UW CMT
14	DEALER # & CONTACT, USE UW CMT	27	OFFER MPT, IF YES, USE UW CMT

Change Delete

Add Task

Keep things organized and consistent. Tasks can be marked as completed, one at a time, during the application process and after the loan account has been created.

FR (1923)

## Product Procedures

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

### Credit Union Product Procedures

CHANGE

Product **004 NEW VEHICLE 51 MONTHS**

URL link

Comments:

THIS IS A FULLY SECURED LOAN WITH VEHICLE AS COLLATERAL CAN BE DEALER LOAN OR PRIVATE OWNER. BLUE BOOK REQUIRED TO DETERMINE VALUE OF THE VEHICLE. PLACE LIEN WITH THE DEALER OR GET PHONE NUMBER FOR LOAN PROCESSOR TO PLACE LIEN. IF VEHICLE IS PRIVATELY OWNED-TITLE FORMS NEED TO BE COMPLETED. GAP FORMS ARE REQUIRED FOR ALL LOANS. IF THIS IS A PREVIOUSLY OWNED VEHICLE, PLEASE HAVE MEMBER PLACE LIEN BEFORE LOAN APPOINTMENT.

\*\*\*MOTORCYCLES THAT ARE STREET LEGAL CAN QUALIFY UNDER THIS CATEGORY\*\*\*\*\*

Save Changes ↑ ↓

**i** MESSAGE TIP: When you add or remove characters, it might cause fragmented lines of text. Place the cursor at the end of the shortened line and press the Delete key to remove the line break and clean up the paragraphs as needed.

**i** MESSAGE TIP: If you insert text or copy and paste text that exceeds the space provided, a pop-up window will appear. Select Yes to retain text you have written or pasted, but be careful, this may delete following text. Select No to cancel a paste. WARNING: Never check the "Remember my decision" checkbox on this pop-up window.

Talking Points

Copy Procedures

← → ↑ ↓ ⌂ 🔗 ⓘ ? @

FR (2299) 1/27/14

A URL and/or free-form text can be configured to help staff sell the loan to members, and to document the steps required to process it.

## Product Marketing Tips

Session 0 CU\*BASE GOLD Edition - ABC TEST CREDIT UNION

File Edit Tools Help

### Credit Union Marketing Tips

CHANGE

Product **003 NEW VEHICLE 63 MONTHS**

URL link

Comments

See us first for competitive rates and flexible repayment terms.

Save Changes ↑ ↓

**i** MESSAGE TIP: When you add or remove characters, it might cause fragmented lines of text. Place the cursor at the end of the shortened line and press the Delete key to remove the line break and clean up the paragraphs as needed.

**i** MESSAGE TIP: If you insert text or copy and paste text that exceeds the space provided, a pop-up window will appear. Select Yes to retain text you have written or pasted, but be careful, this may delete following text. Select No to cancel a paste. WARNING: Never check the "Remember my decision" checkbox on this pop-up window.

Save Changes

Talking Points

Save Changes

← → ↑ ↓ ⌂ 🔗 ⓘ ? @

FR (2301) 4/11/16

These tips should help your staff sell the loan to members. You can link to a page on your website that contains member-friendly content your staff should also be using.

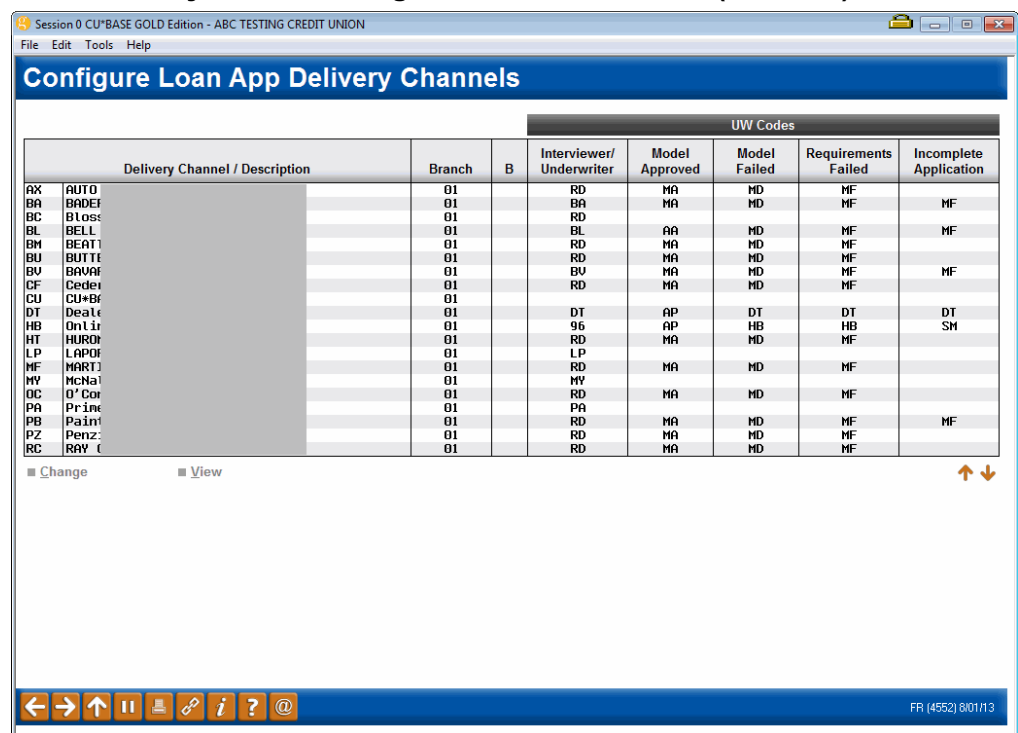
# CONFIGURING LOAN DELIVERY CHANNELS

One of the unique features of the CU\*BASE loan application processing system is that it can handle applications that come from many different sources. An application that comes directly from a member using online banking is handled using the same tools as one keyed by a credit union employee at a loan officer desk—without time-consuming re-keying of application data.

Likewise, CU\*BASE can also receive, process, and respond to any type of Internet loan application through its XML Lending Gateway, which allows applications from external sources to be funneled through CU\*BASE loan processing tools.

Even if your credit union will not be using an external source for applications (such as Dealer Track or a web site), you must use the Loan Delivery Channel Configuration to control how loan applications entered in **It's Me 247** online banking will be coded for handling by CU\*BASE.

## “Loan Delivery Channel Config” on the Loan Products (MNCNFB) menu



This is the first screen used to configure default settings used by loan delivery channels. In this context, a Delivery Channel is simply a source of loan applications funneled from any source into the CU\*BASE loan application database. Currently there are four main sources, and more will be added over time:

CU*BASE (CU)	This channel represents loan applications entered directly into CU*BASE using the loan processing features on menu MNLOAN.
--------------	--

	There are no configuration options for this channel; it is listed here for information only.
Dealer Track (DT)	<p>This channel is our first link to a third-party source of loan applications. If your credit union has been set up to use this channel, you may access various configuration screens here that will allow you to define which CU*BASE loan products correspond to incoming Dealer Track loan applications, including free-form text for stipulations to be communicated back to an automotive dealer via the Dealer Track software.</p> <p>Contact a CU*BASE Client Service Representative for assistance planning for and setting up an integration with Dealer Track.</p>
Online Banking (HB)	This channel represents loan requests that come to CU*BASE from a <b>It's Me 247</b> online banking loan application.
Prime Alliance (PA)	<p>This channel represents loan applications originating from third-party service Prime Alliance.</p> <p>Contact a CU*BASE Client Service Representative for assistance planning for and setting up an integration with Prime Alliance.</p>

Currently this configuration is used primarily to set default settings used by online banking loan applications. Select the **HB** channel and use Enter or click the Change option to proceed to the second screen:

### Screen 2

Session 0 CU\*BASE GOLD Edition - Configure Loan App Delivery Channels

Delivery channel code: **HB** CHANGE

Description: **Online Banking**

Branch: **01** ABC TESTING CU - MAIN OFFICE

Interviewer/underwriter: **96** Online Banking

**Underwriting Codes**

Model approved: **AP** PREAPPROVED      Requirements failed: **HB** HOME BANKING REQUEST

Model failed: **HB** HOME BANKING REQUEST      Incomplete application: **SM** SUBMIT - MSD/MSR

Always approve loan from this channel

Type of credit report to pull:  Credit file only     Credit file & custom decision     247 Lender

Navigation icons: ← → ↑ || 🔗 ⓘ ? @      FR (1880)

Use these fields to designate which branch, employee ID and underwriting codes should be used on applications that come in from **It's Me 247**. When done, use Enter to save and return to the previous screen.

*For complete details, refer to CU\*BASE GOLD Online Help. Click the ⓘ link in the lower right hand corner of this screen.*

# CONFIGURING COLLATERAL

The primary purpose of a Collateral Type code is to define what the screen will look like (which fields and field labels will appear) when detailed information about the collateral is recorded in CU\*BASE. Each collateral type, such as vehicles, mortgages, bonds, durable goods, and stock, has a corresponding definition type which controls the data fields that are relevant for that type of collateral.

It is not unusual to use Collateral Type for the purposes of aggregating data for the 5300 and risk concentration, but it would typically not be used for any of the other areas such financial reports, ALM, etc., and cannot be used to control credit bureau reporting on CU\*BASE. Most credit unions typically configure fewer than 20 collateral type codes.

## “Collateral Type Configuration” on the Loan Products (MNCNFB) menu

Type	Description	Type	Description
A	UNKNOWN COLLATERAL	I	INSURED HOME IMPROVEMENT
B	AUTO COLLATERAL	L	LAWN AND GARDEN
C	MOTORCYCLE	M	MORTGAGE COLLATERAL
D	SHARE SECURED	O	OTHER - INDIRECT
E	LIFE INSURANCE	R	REC VEHICLE
F	MISCELLANEOUS	S	STOCKS COLLATERAL
G	FARM EQUIPMENT/AGRICULTURAL	T	MOBILE HOME
	DURABLE GOODS COLLATERAL	U	BUSINESS EQUIPMENT

This screen is used to create a credit union-defined collateral code, and choose the Definition Type that determines which fields are used for the collateral items. There are only five collateral definition types:

- V=Vehicle
- R=Real Estate
- S=Stocks
- O=Other
- M=Medallion

However, your credit union can configure up to 26 different collateral codes for EACH of those five definitions (for example, “Automobile” and “Watercraft” may both use definition type “V”). Any Collateral Type codes that are configured with definition type “V” have the Title Tracking feature. Any Collateral Type codes that are configured with definition type “R” have the Property Tax Tracking feature as well as a free-form text box for legal property description.

Also refer to this companion booklet: [Collateral – Tools for Tracking Property Securing Loans](#)

# MANAGING LOAN RATES AND YOUR ONLINE “QUOTE SHEET”

## RATE MAINTENANCE

After your loan products are set up, you should not need to access the Loan Product configuration again except to make changes to default settings. For rate changes, a much easier and more efficient method is to use the same Rate Maintenance feature you use to update savings and certificate rates.

### “Member Rate Maintenance” on the Management Processing/Active Beta Tests (MNMGMT) menu

Code	Description	Base Rate	+/- Variant	Offered Rate	Online Banking
001	NEW VEHICLE 27 MONTHS	2.950	0.000	= 2.950	1
002	NEW VEHICLE 72 MONTHS	2.950	0.000	= 2.950	
003	NEW VEHICLE 63 MONTHS	2.950	0.000	= 2.950	
004	NEW VEHICLE 51 MONTHS	2.950	0.000	= 2.950	
005	NEW VEHICLE 39 MONTHS	2.950	0.000	= 2.950	
008	SIGNATURE LOAN - SECURED (COLLATERAL)	11.240	0.000	= 11.240	
009	CLOSED END HOME EQUITY LOAN	3.250	0.000	= 3.250	
	Snowmobiles, Jet Ski's, Law	4.500	0.000	= 4.500	3
011	MOBILE HOME	8.875	0.000	= 8.875	
012	OVERDRAFT PROTECTION	11.240	0.000	= 11.240	10
013	SHARE PLEDGED LOAN	4.250	+ 1.650	= 5.900	6
014	SIGNATURE LOAN - NO SECURITY	10.240	0.000	= 10.240	5
015	GOODMONEY	2.000	0.000	= 2.000	
016	NEW AUTO LEASE - DRIVING SENSE	1.990	0.000	= 1.990	
018	USED AUTO LEASE - DRIVING SENSE	1.990	0.000	= 1.990	
026	RV's, Boats, Travel Trailers and P	6.000	0.000	= 6.000	4

Use these buttons to update the Procedures and Marketing Tips for each product.

Use these buttons to limit which products are displayed, making it easier to verify rates.

Click the lookup to modify the rate that is initially quoted to members in online banking.

On this screen you can update the base rate for all your loan products in the same place. Simply enter the desired rate (use three places past the decimal point) into the *Base Rate* column for each item. At any time, press Enter to save the changes and recalculate the rates shown in the *Offered Rate* column.

# RATE INQUIRY

Similar to rate maintenance, the Rate Inquiry screen provides “one stop shopping” for rates on any of your credit union’s loan products. Because these rates are updated immediately after any rate maintenance, this online inquiry can provide an excellent alternative to the traditional paper quote sheets that often clutter up your employees’ desks.

As shown below, the Rate Inquiry screen is simply a view-only version of the same screen used for rate maintenance. Click the Rate Inquiry button on any CU\*BASE menu to access this screen.



## F7 (or the button shown above) from any CU\*BASE Menu

The screenshot shows the "Loan Product Interest Rates" screen in CU\*BASE GOLD Edition. The window title is "Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION". The interface includes a menu bar (File, Edit, Tools, Help) and a header section with "Corp ID 01 ABC TESTING CREDIT UNION" and "Filter ALL LOAN CATEGORIES".

Code	Description	Base Rate	+/- Variant	Offered Rate	Online Banking
001	NEW VEHICLE 27 MONTHS	2.950	0.000	= 2.950	1
002	NEW VEHICLE 72 MONTHS	2.950	0.000	= 2.950	
003	NEW VEHICLE 63 MONTHS	2.950	0.000	= 2.950	
004	NEW VEHICLE 51 MONTHS	2.950	0.000	= 2.950	
005	NEW VEHICLE 39 MONTHS	2.950	0.000	= 2.950	
008	SIGNATURE LOAN - SECURED (COLLATER)	11.240	0.000	= 11.240	
009	CLOSED END HOME EQUITY LOAN	3.250	0.000	= 3.250	
010	ATV's, Snowmobiles, Jet Ski's, Law	4.500	0.000	= 4.500	3
011	MOBILE HOME LOAN	8.875	0.000	= 8.875	
012	OVERDRAFT PROTECTION	11.240	0.000	= 11.240	10
013	SHARE PLEDGED LOAN	4.250	+ 1.650	= 5.900	6
014	SIGNATURE LOAN - NO SECURITY	10.240	0.000	= 10.240	5
015	GOODMONEY	2.000	0.000	= 2.000	
016	NEW AUTO LEASE - DRIVING SENSE	1.990	0.000	= 1.990	
018	USED AUTO LEASE - DRIVING SENSE	1.990	0.000	= 1.990	
026	RV's, Boats, Travel Trailers and P	6.000	0.000	= 6.000	4

Below the table are buttons for "Show All", "Loan Category", and "Show Online Banking". At the bottom of the window is a navigation bar with icons for back, forward, up, down, search, and help, along with the text "FR (419) 8/29/13".

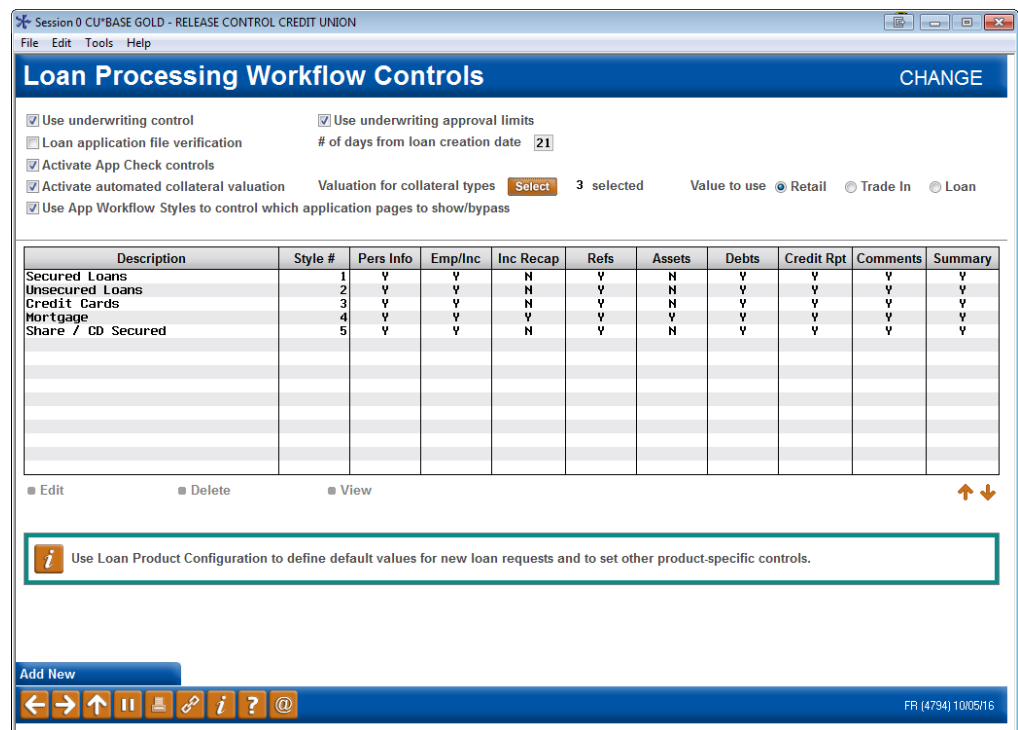
# LOAN APPLICATION WORKFLOW CONTROLS

The Loan Processing Workflow controls screen houses several different types of configurable controls that will allow your credit union to further define the experience for a loan officer working member applications, even according to the type of loan being worked in the queue.

There are several configuration settings your loan team can use to control how loan applications work for your teams. These can be found on the **Loan Workflow/App Check Config** on the Loan Products (MNCNFB) menu, so online credit unions can make adjustments without having to contact a CSR.

- Changes made to loan underwriter control, underwriter approval limits, collateral valuation and loan application file verification are recorded in CUFMNT. Search for program name ULNCL.

## “Loan Workflow/App Check Config” on the Loan Products (MNCNFB) menu (all features activated)



Controls that credit unions have on this screen include:

- **Underwriting controls.** Activate this feature to prevent a user from creating or denying a loan application without the proper Underwriting Code entered on the Loan Recap screen. **See page 35 for more details.**
- **Underwriter approval limits.** Underwriter approval limits are used to control the dollar amount for loan a loan officer can approve for



underwriting. Underwriting controls must also be activated to use this feature. **See page 44 for more details.**

- **Loan application verification** – Activate this feature to require a verification date to be recorded for all new loan accounts. This feature is used to track the paperwork associated with loan processing. When activating this feature you must enter the number of days that should be used to calculate the verification date. The calculated date will be entered into the *File verification date* field on the Loan Creation screen when the loan account is created. **See page 58 for more details.**
- **App check** – Activate this feature to give the application a “final check” so you can be sure your loan officer doesn't forget to get everything needed to complete the application. This can be activated at the employee level and can be used as a training tool. **See page 73 for more details.**
- **App workflow styles** – A standard CU\*BASE loan application has 10 different screens, but not all of them are critical for every type of loan. “Loan App Workflow Styles” controls the automatic forward momentum through the CU\*BASE loan application screens, bypassing pages that are not required by the particular loan product (such as skipping over the employment, income, and assets screens for a CD-secured loan). **See page 66 for more details.**
- **NADA valuation of collateral** - Your credit union can implement a tight integration between CU\*BASE and the NADA (National Automobile Dealer Association) to populate the automobile's current value directly into the collateral record. **See page 47 for more information.**

Refer to the CU\*BASE Online help for more field level descriptions and additional information about the features beyond what is included in this booklet. Click the “I” button on any screen to open help. Then enter the feature name in quotes in the Search field and use Enter. The results will supply topics on the subject.

You can also find help by clicking on the “I” button while on the Loan Workflow/App Check Controls screen shown on the previous page. Links from the topic will take you to topics on the different features.

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# UNDERWRITING CODES AND CONTROLS

## OVERVIEW

In the past, if a credit union decision maker wished either to deny or to approve a member's loan on the CU\*BASE system, it meant that either the account had to be created or the actual loan request be processed as a denial. An interim step was needed to allow a "memo" posting of the decision, pending action.

With CU\*BASE, a loan application can be worked by more than one credit union employee, and the status can be communicated to the member or any other credit union employee through an Application Status inquiry, report, or even WMail. This is often used by multiple-office credit unions where approvals on loan requests/applications must be obtained from a second party before the actual account is created.

In most cases, member loan requests are granted some form of action (whether approval or denial) immediately, but certain situations may require some delay. In these cases, either a reply to the loan interviewer or a member's inquiry into the status of the request comes into play.

Following are some examples of situations where Underwriting Codes, Application Status inquiry, and WCalendar are used to communicate and process loan request information:

### Example 1

ABC Credit Union has three satellite offices with only small service staffs. The branch staff conducts loan interviews, processes paperwork, and distributes loans, but does not approve loans.

Using the Application Status inquiry, the underwriter would review pending requests submitted by branch personnel, and then approve or deny the loans using Underwriting Codes.

The branch employee then processes the request based upon the underwriter's decision using the same Application Status software.

### Example 2

Bill Smith comes into ABC Credit Union's main office and drops off a loan application on his lunch hour for a loan officer's review. The loan receptionist tells Bill that the loan application will be processed and a decision made within an hour. Bill arranges to call later from work for an update and to schedule an appointment.

When Bill calls, his loan application status is brought up on the CU\*BASE terminal through the Application Status inquiry. The loan application is still pending. The loan receptionist checks the application checklist to see what portion of the application is still outstanding.

She tells Bill that his loan is only waiting for proof of insurance, and that if he would like to bring it in with him she would be happy to schedule a loan closing. The employee schedules the appointment using the CU\*BASE WCalendar software.

### Example 3

Jill Jones, a new loan officer at ABC Credit Union, has an approval limit of \$5,000 on signature loans. A long-time participating member, Jack Miller, comes in to apply for a line of credit with a disbursement limit of \$15,000. Jill is the only loan officer available, so after entering the information into CU\*BASE she sends a WMail message to her loan supervisor at the main branch requesting an immediate approval on Jack's application. The loan supervisor reviews the loan request on CU\*BASE, records her approval, and sends a return WMail message to Jill indicating that the loan is ready for processing.

In addition, to ensure that Underwriting Codes are used consistently according to your credit union's policies, a special **Underwriting Control** feature is available. This control ensures that a loan is not created or denied without a specific Underwriting Code being in place. See Page 35.

## ABOUT UNDERWRITING CODES

Underwriting Codes are credit union-defined codes that are used to flag a loan with an underwriter's approval, denial, or even "memo" notes regarding tasks to be completed in order for a determination to be made. Key features include:

- ⇒ **Comprehensive security** attached to Underwriting Codes, to prevent unauthorized users from marking a loan or changing the loan information after underwriter review.
- ⇒ **Workflow automation** options to prompt underwriters to fill in comments or complete appropriate notices.
- ⇒ A credit union can control the actual creation and denial processing on a loan account, so that a loan account cannot be created without proper **underwriting approval**.
- ⇒ Underwriting **Auditing** lets you review daily all underwriting activity on loan requests.
- ⇒ Notify your underwriters and loan processors when the status is updated on a pending application, by **flagging an underwriting code to trigger an email alert**.

Even if you decide not to use underwriting codes, CU\*BASE has Special Employee Security settings to control who can create loans and process denial notices. (See Page 31.)

## CONFIGURING UNDERWRITING CODES

The Underwriting Codes feature does more than just mark a loan approved or denied. It allows the credit union to create up to 99 codes, each indicating a different pending status. In addition, each code can be set up with special security and automation features, depending on the credit union's underwriting policies.

## “Underwriting Code Config” on the Loan Products (MNCNFB) menu

Code	Description
AA	APPROVED
AC	APPROVED- CONDITIONS
AD	APPROVED- AUTO DEC.
AP	PREAPPROVED
AS	ASSIGNED TO MSO
CO	COUNTEROFFER
CS	COSIGNER INFO ONLY
DA	DUPLICATE APPLICATIO
DD	DENIED
DT	DEALERTRACK
HA	HM BANKING APPROVAL
HB	HOME BANKING REQUEST
MA	MODEL APPROVED
MD	MODEL FAIL-MANUL UW
MF	MD FILTER FAIL- M UW
NT	NOT TAKEN
OC	OWNER OF COLLATERAL

This is the first of two screens used to configure an Underwriting Code. Enter a two-character code (both numbers and letters are allowed) and use Enter to proceed to the second screen.

The first two options relate to settings in Employee Special Security (see Page 31). Refer to the following section on page 44 for more information on underwriter approval limits. *NOTE: The text “& approval limits” is conditional on the “Underwriter Approval Limits” feature being activated.*

### Screen 2

Centralized Underwriting Codes

Centralized underwriting code AA

Type:  Approval  Denial  Memo

Description: APPROVED

Use underwriter security and approval limits

Use interviewer security

Record underwriter audit

Prompt for underwriting comments

Prompt for application comments

Prompt for denial notice

Display seq in status window: DD (01-06, 00-do not display)

Generate email when this underwriter code is used

Send to email address: LoanTeam@SuccessCU.org

Check this flag and enter an email address to receive a notification email whenever this code is entered onto a pending loan application. Only one email address can be specified per underwriting code, so use a group email address that you can adjust separately as your team changes.

Underwriter audit records lets you track changes made to loans once a final determination is made, and are typically used on Approval and Denial type codes only. See Page 32 for more details.

The “Prompt” options are workflow controls that streamline the process and minimize keystrokes.

*(If you configure this feature for your HB (online banking) underwriting code only, an email will be sent when an online loan application is received in the lending queue in CU\*BASE.)*

Use this to display counts for this code on the Application Status screen (see Page 54). Great for “submitted for approval” memo-type codes to make sure they are handled promptly.

NOTE: You'll also need to specify a “from” address for these emails and any bounce-backs. Use the *Config CU FROM Email Addresses* feature on the Internet Member Services Config (MNCNFE) menu.

This is the second screen used to specify the description, parameters and security for this Underwriting Code. When done, use Enter to record all changes and return to the previous screen.

For complete details, refer to CU\*BASE GOLD Online Help. Click the **i** button on this screen.

## MARKING LOANS WITH UNDERWRITING CODES

Session 0 CU\*BASE GOLD -

File Edit Tools Help

### Loan Request Recap Application # 218039

Account base 2897 Clear App Data Review Decision

Loan category 14 NEW VEHICLES App created YES


Loan product 002 NEW VEHICLE 72 MONTHS App date Jul 25, 2016

Processing Details		Payment Summary	
Disbursement date	Jul 25, 2016	Amount requested	50,545.00
First payment date	Aug 24, 2016	Total amount financed	50,545.00
Maturity date	Jul 24, 2022	+ Total finance charges	10,725.40
Amort term date		+ Total CDI premiums	0.00
Frequency	MONTHLY	+ Total SCL premiums	0.00
Payment	962.09	+ Total JCL premiums	0.00
Final payment	962.01	Total amount in payments	69,270.40
# of payments	072	Misc coverages in loan	0.00
Interest rate	11.000 %	Other misc coverages	0.00
Modified APR	11.000 %		
Loan fees to include in modified APR	0.00		
Dealer/Indirect ID	SCHAEFER & BIE		

[Edit Loan](#) Centralized Underwriting [External Loan App](#)  
[UW Comments](#) Code   PENDING- NEED INFO  Deal filter run [Create Loan Account](#)  
[Checklist](#) ID   Deal filter status Pass [OTB Approval/Denial](#)  
[Save/Done](#) PW  (Control Off) [Deny Loan](#)  
[Override](#)  
[View/Print Amort](#)

FR (5122) 9/02/16

This is the Loan Recap screen, used to display information about the loan application. It is also used to flag the application with one of the Underwriting Codes (see Page 27 for information on configuring these codes).

To mark a loan with an Underwriting Code, enter the 2-character code (click the lookup button  to see a list of your credit union's configured codes) as well as the underwriter's Employee ID and password, then press Enter. If the ID and password entered are not valid, or do not have the proper security to assign this code, an error message may appear. Otherwise, the code description and employee name will be filled in and, if this code is configured to send an email, the email notification will be initiated (it may take a few moments to process).

If the Underwriting Code you entered is configured to display Comments or Notice screens, those screens will automatically appear next.

*NOTE: If the wrong code is accidentally entered, it is necessary to enter both the correct code and reenter the password. This prevents someone from changing a code without the proper authorization.*

## Changing or Overriding an Existing Loan Request

Once an Underwriting Code has been entered on the Recap screen, the system will assess that code whenever an attempt is made to edit the original loan request using **Edit Loan (F2)** or **Override (F13)**.

If an Underwriting Code with a type “D” (denial) or “A” (approval) is already assigned to the loan, both *Edit Loan (F2)* and *Override (F13)* will be disabled. **In order to modify the loan request or override loan terms, it is necessary to clear all Underwriting Code fields (Code, ID and Password).** If the code was originally configured to record an Underwriter Audit record, the process of clearing the code will cause a record to be written to the Audit Report, and a warning message will appear:

**2460-Audit record will be written: Enter to continue, F7 to Cancel**

Using Enter at this time will add a record to the Underwriter Audit Report (see Page 34 for details about this report), giving underwriters and lending managers a written record that changes were attempted on the loan request. It will be important to monitor this report to ensure that these requests are followed up. For information on tracking all underwriting activity on outstanding loan requests, see “Underwriter Auditing” on Page 32.

After the original code has been cleared, use *Edit Loan (F2)* or *Override (F13)* and make changes to the loan request as needed. Once the changes have been made, one way to ensure that the Underwriter is made aware of the changes is to add a special Underwriting Code such as “CHANGE & RESUBMIT” or something similar. This code would also be configured with *Record underwriter audit* feature turned on so that another audit record, showing the change made to the loan request, will be added to the audit report.

*Although the use of a “CHANGE” type Underwriting Code is optional, if your credit union uses this type of code to record an audit record and alert your Underwriters of the change, it is best to add the code after the change has been made. If you assign the code before editing the loan, the audit record will not include the changes made to the loan request.*

**IMPORTANT:** The only way to ensure that changes made to loan requests after initial underwriter approval or denial are carefully controlled and tracked is through the Underwriter Audit system. Therefore, it is important that these codes be configured with the *Record underwriter audit* flag turned on in the Underwriting Code configuration (see Page 28).

## Who Can Create or Deny a Loan?

The system will NOT allow a user to use the **Create Loan Account** or **Deny Loan** buttons on the Loan Recap screen unless that employee (the one who originally accessed the loan recap screen from the CU\*BASE menu) is set up as a loan interviewer in employee security (*Loan interviewer/processor* flag is checked).

In addition, if your credit union uses Underwriting Control (see Page 61), the system will check the same employee security, but will also check to make sure there is an appropriate “A” type code in the *Underwriting Code* field,

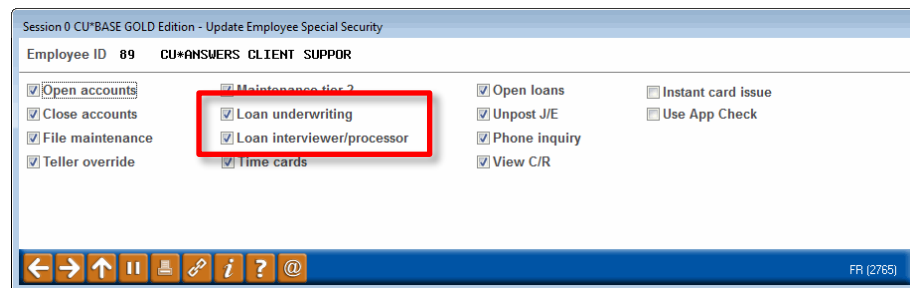
with an ID that is set up as an underwriter, before allowing *Create Loan Account* or a “D” type code before allowing *Deny Loan*. Therefore, the employee must be an interviewer, and the loan must also have been coded by an authorized underwriter.

**IMPORTANT:** *If you want your underwriters to also be able to actually create a loan account or process a denial notice, you must also make them interviewers/processors in their employee security. See Page 31 for details on setting up employee security.*

**CU\*TIP:** Underwriting Security does not apply to the Process OTB Approval/Denial feature - no special security or underwriting codes are required in order to approve or deny an application when processed as an OTB credit card application with this feature.

## SETTING UNDERWRITER / INTERVIEWER SECURITY

**“CU\*BASE Employee Security” on the Management Processing/Active Beta Tests (MNMGMT) menu, then “Update Spcl Security”**



By default, the *Loan underwriting* and *Loan interviewer/processor* flags are checked for all existing employees, meaning that the employee can add any Underwriting Code, and can create loan accounts and process denial notices. You must manually remove the checkmark from these flags if you wish to revoke Underwriter or Interviewer privileges for an individual employee. Following is a synopsis of the privileges for each:

### **An Underwriter:**

- CAN enter any Underwriting Code marked with *Use underwriter security* turned on (see Page 28)
- CANNOT enter any Underwriting Code marked with *Use interviewer security* turned on
- CANNOT create a loan account
- CANNOT process a denial notice

### **An Interviewer:**

- CAN enter any Underwriting Code marked with *Use interviewer security* turned on (see Page 28)
- CANNOT enter any Underwriting Code marked with *Use underwriter security* turned on
- CAN create a loan account\*
- CAN process a denial notice\*

\*Remember that if your credit union uses Underwriting Control (see Page 35), the system will still require that the proper code has been entered by an underwriter before the Interviewer/Processor can create the loan account or process a denial notice.

**IMPORTANT:** *If you want your Underwriters to also be able to process denial notices and create loan accounts, it is best to check both flags for those employees. However, to keep loan Interviewers from marking loans as approved or denied, uncheck “Loan underwriter” for those employees and make sure to turn on “Use underwriting security” for all of the Underwriting Codes that you do not want interviewers to use (see Page 28).*

**CU\*TIP:** For credit unions which use a special employee ID to represent a loan committee that performs underwriting tasks, that ID would be set up as follows:

- Loan underwriting
- Loan interviewer/processor

## UNDERWRITER AUDITING

One of the most important features of CU\*BASE Underwriting Codes is their ability to track an audit trail showing underwriting activity on a loan application. This auditing feature is flexible in that your credit union can configure the types of activities that should be included in the written audit records.

For example, you may configure several Underwriting Codes that are just “memo” type codes for notifying other staff of the status of the request, such as “submitted to underwriting,” “pending income verification” or other similar codes. With these, it is not important to audit the loan information at each stage, since it may be changed often while handling the request.

However, once a loan request has been reviewed by an underwriter and marked either “approved” or “denied” as it was submitted, any changes made after that must be carefully monitored, so that a change is not made without additional underwriter review. After all, if your underwriter approves a \$5,000 loan, you don’t want the loan to be bumped up to \$25,000 without the underwriter reviewing it again!

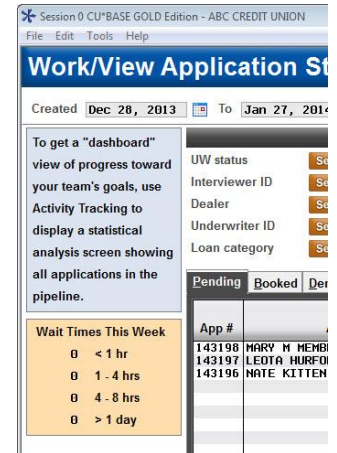
To assist you in monitoring and controlling these requests, two security features are in place:

- First, any Underwriting Code can be configured to record an audit record showing all loan information (amount, term, rate, etc.) at the time the code is attached to the loan request. This flag, called *Record underwriter audit* (see Page 28), should be turned on for any codes that indicate a final decision by an underwriter, such as “Approved” or “Denied.”



- Second, once an Underwriting Code type “A” (approved) or type “D” (denied) has been entered on a loan request, no changes will be allowed on that request. If the code is removed, an audit record will be written (assuming the *Record underwriter audit* flag is on), with an initial warning message to keep employees from changing the request without proper authority.

*NOTE: Once you add an Underwriting Code type of “A” (approved) or type “D” (denied) to a loan request, that request is then removed from the “Wait Times this Week” that appear on the left of the Work/View Application Status screen (shown to the left in the orange area). **This does not mean that the request is removed from the listing, just from the wait times.** (These wait times indicate that paperwork is still in process for these applications.)*



In addition, if you wish to track requests that have been changed intentionally and need to be reviewed again by an underwriter, a special “CHANGE & RESUBMIT” code can be helpful, and this code would also be set up to record an audit record. As you will see in the following scenario, this provides a complete picture of the key underwriting activity on a loan request for an accurate and safe audit trail:

*ABC Credit Union has a central underwriting department that reviews all loan requests submitted by branch locations. On Tuesday, underwriter John Smith reviews application # 372 for a \$5,000 home equity loan. Based on the member’s application, he marks the loan as “Approved” using Underwriting Code “AA.” (This code has been configured as type “A,” and is set up to record an audit record.)*

*When John presses Enter on the Recap screen after entering the Code and his ID and password, the system automatically adds a record to the Underwriter Audit Report showing the loan amount and other terms and conditions:*

Applic.										--UNDERWRITER INFO--		
App #	Date	Acct #	Member Name	Loan Type	Amount	Fmt Freq	# of Pmts	Payment Amount	Rate	Code	Emp ID	Date
372	04/01/05	56789	EDWARD ANYBODY	02	5,000.00	M	60	327.38	8.725	AA	32	04/13/05

*Later that day, the member calls and asks if he could increase the loan amount to \$7,500. In order to be able to change the loan information, the branch loan officer clears the original underwriting codes, causing a second audit record to be written:*

Applic.										--UNDERWRITER INFO--		
App #	Date	Acct #	Member Name	Loan Type	Amount	Fmt Freq	# of Pmts	Payment Amount	Rate	Code	Emp ID	Date
372	04/01/05	56789	EDWARD ANYBODY	02	5,000.00	M	60	327.38	8.725	AA	32	04/13/05
372	04/01/05	56789	EDWARD ANYBODY	02	5,000.00	M	60	327.38	8.725			

*The loan officer makes the changes to the loan account, then enters Underwriting Code “CH,” which the credit union has configured to indicate “change and resubmit to underwriting.” Because this code is also configured to write an audit record, a third record is added to the report:*

App #	Applic. Date	Acct #	Member Name	Loan Type	Amount	Pmt Freq	# of Pmts	Payment Amount	Rate	--UNDERWRITER INFO--		
										Code	Emp ID	Date
372	04/01/05	56789	EDWARD ANYBODY	02	5,000.00	M	60	327.38	8.725	AA	32	04/13/05
372	04/01/05	56789	EDWARD ANYBODY	02	5,000.00	M	60	327.38	8.725			
372	04/01/05	56789	EDWARD ANYBODY	02	7,500.00	M	60	450.97	8.725	CH	47	04/13/05


**IMPORTANT NOTE:** If the credit union had not configured the “CH” code, the audit report would not include the third item showing the change that was made. However, the second record (with no Underwriting Code) would be a warning flag that this loan requires further follow-up.

## Underwriter Audit Report

### “Underwriter Audit Report” on the Reports D (MNRPTD) menu



Remember that this report is designed to show an audit trail of key underwriter action on loan requests, using Underwriting Codes that have been configured to record an audit record (see Page 28). Therefore, not every loan request that is currently pending will be included on this report. Its main purpose is to monitor discrepancies between what is approved and what actually gets processed.

*For complete details, refer to CU\*BASE GOLD Online Help.  
Click the  link in the lower right hand corner of this screen.*

Records will be sorted by member account number, then by loan application number (for members with more than one loan request), making it easy to see the chain of events that affect each loan request, even if more than one employee was involved.

Remember that for both reports, records are written only when a code is either added or cleared, if that code was configured with *Record underwriter audit* turned on. Therefore, not every loan request that is currently pending will be included.

## ACTIVATION AND USE OF “UNDERWRITING CONTROLS”

To ensure that Underwriting Codes are used consistently according to your credit union’s policies, be sure to activate the feature in the **Loan Processing Workflow Controls**. See page 24.

- If **Use Underwriter Control** is turned on, the system will not allow **Create Loan Account** or **Deny Loan** on the Loan Recap screen to be used without the proper Underwriting Code being entered.
- If **Use Underwriter Approval Limits** is turned on, the system will review the approval limits for the Emp ID to see if the user can approve a loan at that dollar amount. (See page 44 for more information on this separate feature.)

As discussed earlier, Underwriting Codes also have their own security system to prevent an unauthorized user from marking a loan with an underwriting code. This control flag adds another layer to that security, by preventing a loan from being created or denied unless an underwriter has marked the loan request. In other words, to create a loan, there must be an “A” (approved) type Underwriting Code on the loan request (with an ID authorized as an underwriter). To deny a loan, there must be a “D” (denied) type code in place. Without this control, a loan that has been marked “denied” by an underwriter could actually be created.

**This control is only necessary if your credit union wishes to make the use of underwriting codes mandatory in order to allow the creation or denial of a loan.** You may still use the full functionality of the underwriting codes system, including employee security for entering the codes themselves and making changes to existing loan requests, regardless of the setting in this control.

In addition, the system will *always* check to see if a person has proper security clearance to create a loan account or process a denial notice. The main difference with this control is whether or not an Underwriting Code must be assigned in order to process the loan account. Turning this control on provides the highest level of control and security.

Remember, this employee security only applies when a user tries to actually create a loan or process a denial notice from the Loan Recap screen. All employees that have access to the Lending Functions (MNLOAN) menu options can create a loan request, fill out an application, and check loan details at any time.

## SAMPLE UNDERWRITING CODES AND SCENARIOS

### Test Cases

Because setting up a comprehensive underwriting security system can be complex, here are two common scenarios to give you ideas for setting up your own system:

### **Test Case 1: ABC Credit Union**

ABC Credit Union is a small credit union with two loan officers who share the responsibilities of processing and approving all loan requests. Because of their size and configuration, they do not have a need for an entire system of underwriting codes. However, to make sure that approvals and denials are handled correctly according to all credit union policies, they want to ensure that only the two loan officers are able to create loan accounts and process denial notices.

Because they are not going to require the use of Underwriting Codes, ABC Credit Union leaves the Underwriting Control flag turned off. All they need to do, then, is edit the Special Security for all their employees, and ensure that only the two loan officers are set up as Underwriters and Interviewers. They may choose to use some memo-type Underwriting Codes for their own tracking purposes, but the system will not require them for the purpose of creating or denying a loan account.

### **Test Case 2: XYZ Credit Union**

XYZ Credit Union is a large credit union with a central headquarters and several branches. Each branch has at least one loan officer that interviews members and submits loan requests. Underwriters are located at the main headquarters and are responsible for evaluating all loan requests before the branch officer can process the paperwork.

XYZ Credit Union wants to ensure that no branch officer can create or deny a loan request without the proper authorization from an underwriter. Therefore, they set the Underwriting Control system flag to Yes to ensure that loans cannot be created or denied without the proper Underwriting Code type being assigned. They set up their “Approved” and “Denied” Underwriting Codes to use Underwriter employee security, so that only Underwriters can assign these approval and denial codes.

In addition, XYZ Credit Union also wants to divide the responsibilities so that the actual creation or denial processing on a loan account is not handled by the Underwriters, but rather by the branch loan officers (interviewers). Therefore, employee security is set up to grant only underwriter authority to the underwriters, and only interviewer/processor authority to the branch loan officers.

Because Underwriting Control is turned on for this credit union, loan officers can create a loan only after code “AA” has been assigned by the underwriter, and can deny a loan only after code “DD” has been assigned by the underwriter. If Underwriting Control was turned *off*, the loan officers would still be the only ones who could handle the actual creation and denial process, but it would be possible to create a loan that an underwriter had denied.

Following is a description of the Underwriting Codes set up by XYZ Credit Union, with a description of how each code is used:

**Sample Underwriting Code Configuration - XYZ Credit Union**

<i>Code</i>	<i>Type</i>	<i>Description</i>	<i>Use underwriter security</i>	<i>Use interviewer security</i>	<i>Record underwriting audit</i>	<i>Prompt for underwriting comments</i>	<i>Applicant comments</i>	<i>Prompt for denial notice</i>
AA	A	Approved	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CH	M	Change and resubmit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DD	D	Denied	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MD	D	Member Denied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PV	M	Pending Verification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SB	M	Submitted	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AA	This code is set up to be used only by Underwriters, to mark that a loan is approved as submitted. It is also set up so that an audit record will be written every time this code is added or cleared on a loan request. Because it is code type “A,” no changes will be allowed to any loan that has been marked with this code, unless the code is cleared (causing an audit record to be written).
CH	This code is used when changes need to be made to a loan that has already been marked with an “AA” or “DD” code by an underwriter, and can be used only by loan interviewers/processors. This code also writes out an audit record to record the change and flag an underwriter to review it again. In addition, this code is set up to automatically prompt the processor to enter Underwriting Comments, explaining the reason for the change. (If the comments should print as part of the loan application, the <i>Applicant comments</i> option would be turned on.) It is code type “M” so that additional changes to the loan request are not restricted.
DD	This code can be used only by Underwriters to mark that a loan is denied as submitted. It is set up to record an audit record when the code is added or cleared on a loan request. Because it is code type “D,” no changes will be allowed to any loan that has been marked with this code, unless the code is removed (causing an audit record to be written). In addition, this code also displays the Underwriting Comments screen to prompt the underwriter to enter notes about why the loan was denied. (If the comments should print as part of the loan application, the <i>Applicant comments</i> option would be turned on.)  If XYZ Credit Union wanted their Underwriters to process the actual denial notice at the same time as this code is entered, the <i>Prompt for denial notice</i> setting would need to be turned on. In addition, the underwriters’ Employee Security would need to include Interviewer/Processor privileges, in order for them to have the proper authorization to process a denial notice.
MD	This code is designed to be used when a member indicates they do not want the loan as quoted. This code does not require any special security, so it can be assigned by any employee. To ensure that a record is kept as to why the member denied the loan, the Underwriting Comments screen will be displayed automatically. (If the comments should print as part of the loan application, the <i>Applicant comments</i> option would be turned on.)
PV	This code is a general-purpose code to be attached to any loan that is awaiting further verification, paperwork, or tasks that must be completed,

	before an underwriter reviews the request. This code would be helpful for keeping track of outstanding loan requests to keep them moving quickly and make sure things don't fall through the cracks. The code can be assigned by any employee.
SB	This code is designed to be assigned only by an Interviewer/Processor, to indicate that everything is in order and the loan is ready for underwriter review. These items could easily be tracked to ensure prompt underwriter action. If these items need to appear on the Underwriting Audit Report, the <i>Record underwriter audit</i> flag would be turned on.

# LOAN DEAL FILTERS FOR COLLATERAL-BASED LENDING

For many types of loans, an underwriting decision is dependent not only on an applicant’s creditworthiness but also on the quality of the collateral. A member might be approved to borrow money but your credit union might still be concerned about LTV or the value of the collateral item in securing the loan. The most common scenario is for used-car loans, where the age of the vehicle can be important in deciding whether or not the loan is a “good deal” for the credit union. Each product has its own set of filter settings.

CU\*BASE Loan Deal Filters compare the member’s loan request and collateral against a series of tests you configure for:

- ◆ Maximum LTV
- ◆ Maximum age of collateral vehicle
- ◆ Maximum mileage on the collateral vehicle
- ◆ Minimum monthly income for the applicant
- ◆ Minimum monthly income for the co-applicant
- ◆ Minimum combined monthly income for both applicants

While working a loan request a loan officer can make adjustments to the loan terms and collateral, then re-run the request through the deal filters as many times as desired.

Since deal filters are completely independent of the credit report or any decision model tools your credit union may use, **deal filters are a FREE tool** that will help your credit union make faster, more consistent decisions on your collateral-based loan products.

*IMPORTANT: Deal Filters are not tied in any way to the CU\*BASE Underwriting Controls you may have activated to control whether loans can be created or not. You will need to establish appropriate procedures for loans that fail your deal filters but are still approved for underwriting.*

## LOAN DEAL FILTERS AND YOUR DECISION MODEL

247 Lender Requirement Filters*	Loan Deal Filters
Used in determining a member’s overall creditworthiness	Used in evaluating the specific loan request and collateral quality, for an otherwise creditworthy member
Some of the filters control whether or not a decision model is run, while others evaluate key ratios to control whether the member is pre-approved for your configured products and services	These filters simply present the results of an evaluation, to assist the loan team in setting up the loan terms and making an underwriting decision
A failure here might prompt the underwriter to investigate the member’s credit history or other factors	A failure here might prompt the loan officer to adjust the terms of the loan request and collateral
247 Lender filters are independent of loan deal filters	Loan deal filters are independent of the automated decision altogether

\*To learn more about 247 Lender requirement filters, refer to the following booklet:  
[Online Credit Bureau Access and 247 Lender \(2\): Configuring 247 Lender and the Approval Matrix](#)

## HOW TO CONFIGURE LOAN DEAL FILTERS

**“Loan Product Configuration” on the Loan Products (MNCNFB) menu and select an existing product, then choose “General loan information”**

Once this flag is checked, you’ll need to access the Loan Deal Filters configuration window to set up the parameters you wish to evaluate.

**“Loan Product Configuration” on the Loan Products (MNCNFB) menu and select an existing product**

Check the Loan deal filters option and use Enter to proceed to the Loan Deal Filters Configuration screen:



**“Loan Product Configuration” on the Loan Products (MNCNFB) menu, then choose “Loan deal filters”**

Filter	Value	Requirement enabled
Maximum loan to value	0.00	<input checked="" type="checkbox"/>
Maximum age of vehicle	20	<input checked="" type="checkbox"/>
Maximum mileage of vehicle	123,456	<input checked="" type="checkbox"/>
Minimum monthly income applicant	2,000	<input checked="" type="checkbox"/>
Minimum monthly income co-applicant	1,000	<input checked="" type="checkbox"/>
Minimum monthly income combined	2,500	<input checked="" type="checkbox"/>

**IMPORTANT:** If you check the flag on the General Info screen but do not access this screen to enable any of the filters, the system will still run the evaluation on loan requests but will show all as “passed.”

*i* Deal filters are run at the point when the Loan Application Summary page is accessed. If you use Loan Application Workflow Styles, make sure that the Summary page is included on any loan products where you will be running these deal filters.

For each of the settings you want to use, be sure to check the *Requirement enabled* flag then specify the value for each. **For complete details on how each of these filters works, refer to CU\*BASE GOLD Online Help** (click the *i* button while working on this screen).

## **RUNNING AND VIEWING DEAL FILTERS ON A LOAN REQUEST**

Deal filters are run automatically the first time the **Loan Application Summary** screen is accessed during a session, and the results will appear on that screen, as shown on the next page.

You can also initiate a re-evaluation of the loan request against your filters at any time, such as if you’ve modified the collateral or adjusted the member’s income information, by using the **Deal Filters** button on that screen.

## Viewing Filter Results on the Loan Application Summary

Session 0 CU\*BASE GOLD Edition - -

File Edit Tools Help

### Loan Application #218039: Summary Combined

Applicant  Co-Applicant

Assets/Net Worth					
Total assets	48,455	Total credit limit	25,000	Secured	90,365
Total debts	125,064	Outstanding	25,201	Unsecured	34,699
Net worth	76,609-	Available	201-	Total debt	125,064

Loan deal filters result **Pass** Deal Filters

Income/Expenses	Annually (X)	Quarterly (X/4)	Monthly (X/12)	Weekly (X/52)
Gross	148,001	37,000	12,333	2,846
Mortgage expense	22,620	5,655	1,885	435
Secured expense	20,377	5,094	1,698	391
Unsecured expense	9,672	2,418	806	186
Total expense	52,669	13,167	4,389	1,012

Expense/Income Ratios	Score	Class A	Class B	Class C	
Total expense/total income	35.58 %	C	0 to 0.00	0.00 to 0.00	0.00 to 999.99
Unsecured/total income	23.44 %	C	0 to 0.00	0.00 to 0.00	0.00 to 999.99
Mortgage expense/total income	15.28 %	C	0 to 0.00	0.00 to 0.00	0.00 to 999.99
Total debts/total income	84.50 %	C	0 to 0.00	0.00 to 0.00	0.00 to 999.99
Total credit limit/total income	16.89 %	C	0 to 0.00	0.00 to 0.00	0.00 to 999.99
Loan to value	104.3 %	With New Loan			

Applicant:

Credit score 597

Grade X

Date Jul 22, 2016

Co-Applicant:

Credit score 663

Grade X

Date Jul 19, 2016

Underwriting Comments

Save/Done

Without New Loan

Applicant Only

View Combined

Co-Applicant Only

View Credit Report

Loan Req & Personal   Employers/Income   References   Debts   Credit Report

Misc/Comments   Summary   Print

(5204)A 9/02/16

This shows the results of the deal filters evaluation. If the filters did not pass, you may click the **Deal Filters** button to run the evaluation again and display the results window shown below.

### Deal Filter Results Window

Session 0 CU\*BASE GOLD - Loan Deal Filter Results

Status **Review**

Requirements	Results
Maximum loan to value 800 %	Loan to value 125 % <b>Pass</b>
Maximum age of vehicle 20	Age of vehicle 16 <b>Pass</b>
Maximum mileage of vehicle 123,456	Mileage of vehicle <b>6</b> <b>Inadequate data to run filter</b>

Minimum Monthly Income		
Requirements	Results	
Applicant 2,000	5,833 <b>Pass</b>	
Co-Applicant 1,000	<b>6</b> <b>Inadequate data to run filter</b>	
Combined 2,500	5,833 <b>Pass</b>	

FR (6101)

This window shows deal filter results in situations where the filters either failed, or if they could not be run due to incomplete or invalid information on the loan request or collateral. You will see this window automatically when you access the Loan Application Summary screen for the first time during a particular session, or when you click the *Deal Filters* button on that screen to re-run the deal filters evaluation.

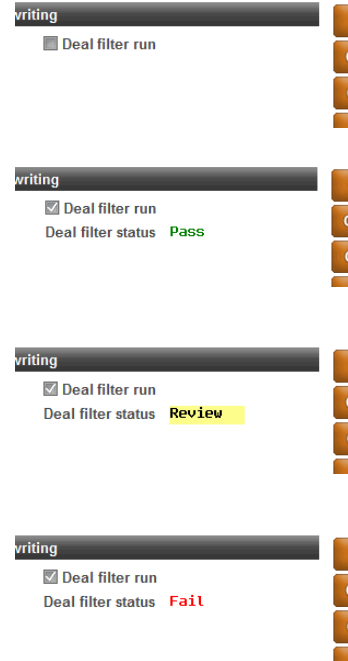
## Viewing Filter Results on the Loan Request Recap

Results of the deal filters evaluation will also appear on the **Loan Request Recap** screen (shown on Page 29).

A notation will appear near the Underwriting Codes area for any loan products with deal filters activated. Shown to the right are the four possible statuses you might see on the Recap.

If the *Deal filter run* checkbox is not checked, then use the **Complete Loan Application** (or External Loan App) button, then click the **Summary** button to run the filters again and see the most up-to-date status.

*IMPORTANT: These statuses are part of the loan application record only and will not be saved with the loan account should the loan be approved/booked (or denied).*



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# LOAN UNDERWRITER APPROVAL LIMITS

Credit unions can restrict the dollar amount that a loan officer (configured with loan underwriting privileges) can approve. These limits are configured through the use of Loan Underwriter Approval Limits. (See page 35 for more information on Underwriter Controls, which also must be activated to use this feature.)

## ACTIVATION

To ensure that Underwriting Codes are used consistently according to your credit union's policies, **Use Underwriting Control** and **Use Underwriter Approval Limits** must both be activated in the **Loan Processing Workflow Controls**. See page 24. If "Use underwriter approval limits" is checked in this configuration, CU\*BASE refers to the loan officer's configured limits before allowing him or her to approve a loan.

Underwriter Approval Limits are set through employee Update Special Security (only when the loan underwriter approval limits feature is activated). Underwriter approval limits are set by employee ID and by loan category. You can for example, limit the size of loan an underwriter can approve for your mortgage categories.

## A WORD OF CAUTION: ONCE ACTIVATED LIMITS ARE REQUIRED

One word of caution for credit unions considering using underwriting approval limits. Once this feature is activated in the Loan Processing Workflow Controls (see page 24), underwriter approval limits are required for all loan officers approving loans using codes with underwriter security. The absence of a limit (configured by loan category) will be viewed by the system as a limit of zero. Since the underwriter limit feature has a Copy option, it is recommended that credit unions create a "Loan Officer" Employee ID, add limits to this ID. Then the Copy feature can be used to copy these limits to all loan officers' Emp IDs, with individual adjustments made to each Emp ID as needed.

## HOW CAN LIMITS BE DELETED?

Approval Limits are deleted from the system in the following instances:

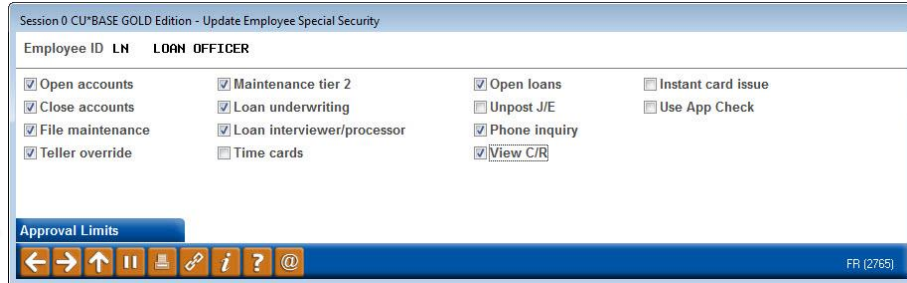
- All existing limits are removed, if the flag in the Loan Processing Workflow Controls (see page 24) is unchecked after being checked. (See above.)
- All limits for a Emp ID are removed if the Emp ID is deleted or if "Loan Underwriter" is unchecked in Special Security for that Emp ID.

# HOW TO ADD UNDERWRITER APPROVAL LIMITS TO AN EMPLOYEE ID

Underwriter approval limits are added by Employee ID and by category by using the Update Special Security screen. Once the feature is activated, *Approval Limits* (F10) will appear allowing you to set limits for the employee ID by category.

## “CU\*BASE Employee Security” on the Management Processing (MNMGMT) menu, select an Emp ID, then Update Special Security

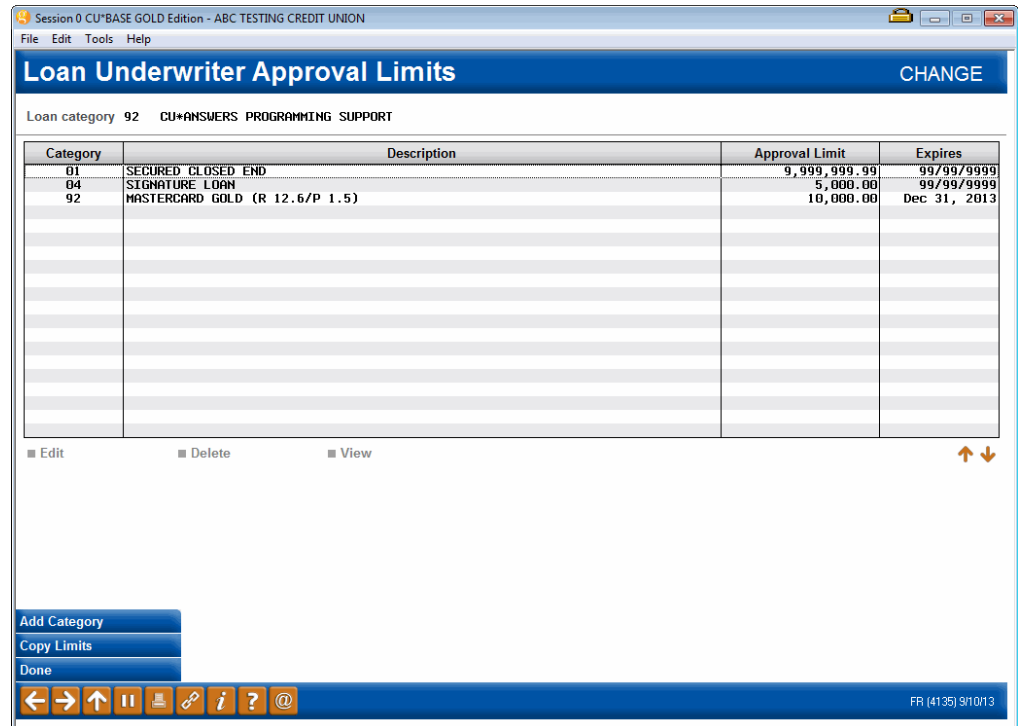
*Approval Limits* (F10) only is shown if Underwriter Approval Limits are activated.



Use *Approval Limits* (F10) from this screen to reveal the listing of limits for the Emp ID and to add new limits.

*NOTE: The function key Approval Limits (F10) is not available until the Underwriter Approval Limits feature is activated in the Loan Processing Workflow Controls (see page 24).*

## “Approval Limits” (F10)



From the Underwriter Approval Limits screen, you can add new limits by using *Add Category* (F6). On the next screen, enter a limit and an expiration date for this category for this Emp ID (shown below).

## “Add Category” (F6)

Session 0 CU\*BASE GOLD Edition - Loan Underwriter Approval Limits

Employee ID LN LOAN OFFICER

Category PD GOOD MONEY LOAN

Approval limit 3,000.00

Expiration date 99999999 [MMDDYYYY] (99999999 = never expires)

FR (4133)

*NOTE: All 9s in the Approval limit field indicates the Emp ID can approve any amount (unlimited). All 9's in the Expiration date field means the limits never expire.*

Use *Copy Limits* (F9) to copy the limits from one Emp ID to another. It is recommended that you set up baseline limits for a “Loan Officer” Emp ID, then copy these limits to each Loan Officer’s Emp ID, making adjustments as needed.

## “Copy Limits” (F9)

Session 0 CU\*BASE GOLD Edition - Copy Employee Underwriter Limits

From employee ID [Search Icon]

To employee ID 92 CU\*ANSWERS PROGRAMMING SUPPORT

FR (4134)

## Approving a Loan with Loan Underwriter Approval Limits

Every time a loan officer enters an underwriter code (such as AA) that requires a limit check, CU\*BASE checks the Emp ID of the loan officer to review the configured limits (after first confirming the password).

If the loan is greater than the limit, the following messaging will appear.

**2465- You are not authorized to enter this code.**

## Do Automated Channels Use Approval Limits?

Automated approval systems such as approvals per Decision Modeling do not check underwriter approval limits. When a loan underwriter adds a second approval, however, the underwriter approval limits are used.

# AUTOMATED COLLATERAL VALUATION (NADA)

Your credit union can implement a tight integration between CU\*BASE and the NADA (National Automobile Dealer Association) to populate the automobile's current value directly into the collateral record.

- **IMPORTANT:** Prior to activation, you will need to work with Lender\*VP to set up the connection to collect the NADA data. Contact them at [lendervp@cuanswers.com](mailto:lendervp@cuanswers.com) for more information on how to get started.
- **NOTE:** This feature cannot be used with commercial vehicles at this time. Only automobile valuation can be populated.

## ACTIVATION IN CU\*BASE

Activation of this NADA flood feature and selection of the applicable collateral types is done on the Loan Workflow Controls screen, accessed on the Loan Products (MNCNFB) menu.

- **Self Processor credit unions:** To use this new feature you will need to add new subsystem.

To activate the NADA flood valuation, you must activate the feature in CU\*BASE, select the type of value you would like to populate, and select the collateral types that will use this feature.

### “Loan Workflow/App Check Config” on the Loan Products (MNCNFB) menu

The screenshot shows the "Loan Processing Workflow Controls" screen. At the top, there are several checkboxes for configuration options:

- Use underwriting control
- Use underwriting approval limits
- Loan application file verification
- # of days from loan creation date:
- Activate App Check controls
- Activate automated collateral valuation
- Use App Workflow Styles to control which application pages to show/bypass

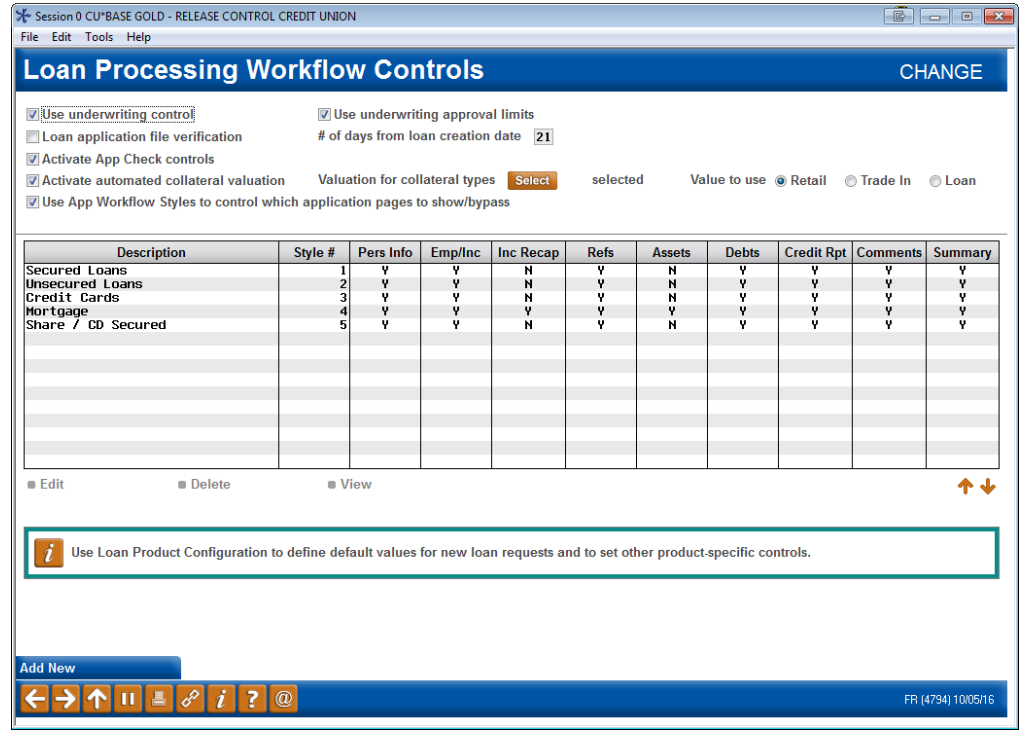
Below these options is a table with the following columns: Description, Style #, Pers Info, Emp/Inc, Inc Recap, Refs, Assets, Debts, Credit Rpt, Comments, and Summary.

Description	Style #	Pers Info	Emp/Inc	Inc Recap	Refs	Assets	Debts	Credit Rpt	Comments	Summary
Secured Loans	1	V	V	N	V	N	V	V	V	V
Unsecured Loans	2	V	V	N	V	N	V	V	V	V
Credit Cards	3	V	V	N	V	N	V	V	V	V
Mortgage	4	V	V	V	V	V	V	V	V	V
Share / CD Secured	5	V	V	N	V	N	V	V	V	V

At the bottom of the screen, there is an information box that reads: "Use Loan Product Configuration to define default values for new loan requests and to set other product-specific controls." The bottom navigation bar includes an "Add New" button and several icons for navigation and help.

First check *Activate automated collateral valuation*. This will reveal the collateral valuation types and the multiple Select button to select the collateral types this feature applies to.

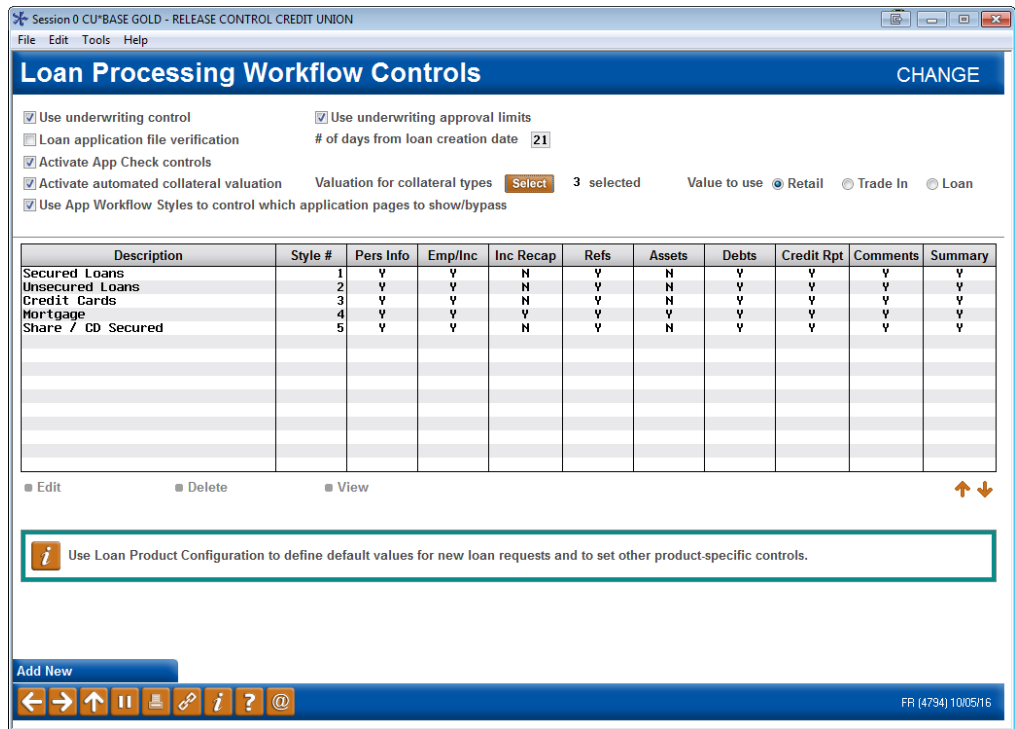
The screen will default to *Retail*; however *Trade In* and *Loan* can also be used. These are the values that can be provided by NADA.



Then use the *Select* button to reveal a screen listing your collateral types with collateral definition V (vehicle). Select the collateral types to apply.

- NOTE: Automated collateral valuation can only be used for automobiles at this time.





## ADDING THE NADA VALUE TO THE COLLATERAL RECORD IN CU\*BASE

Once the feature is activated and the collateral types are selected, lending officers can get current NADA values entered in the CU\*BASE collateral screen. The *Collateral Identification* screen is used to add collateral to a loan request or when updating collateral on an existing loan via **Miscellaneous Loan Maintenance** on the Lending Functions (MNLOAN) menu.)

The loan officer enters the vehicle make, model, identification number (VIN) and mileage. (Other fields are optional. In fact mileage is optional; however, omitting it will result in a less accurate value.) You may leave the *Value Type* as *Other* as shown in the example below.

To get the NADA value, use the *Get Value* button to update the collateral record with the vehicle's current value. This button is only available on collateral types selected in the configuration mentioned in the previous section.

Once the button is clicked, a window will appear informing the loan officer that the collateral is in the process of being updated. This protects you from inadvertently not completing the collateral value update. At this point the collateral value record is locked.

A browser window is launched showing you the features associated with the vehicle. **NOTE: If you close this window, the collateral record will NOT be updated.**

The browser window allows you to identify additional features about the vehicle such as leather seats and mileage to ensure the value used is valid.

CU\*Answers Collateral Valuation

Year: 2015  
Make: FORD TRUCK  
Model: Crew Cab XLT 4WD

Feature	Price
<input checked="" type="checkbox"/> Power Windows	
<input type="checkbox"/> W/out Power Seat	
<input type="checkbox"/> Winch	
<input checked="" type="checkbox"/> Aluminum/Alloy Wheels	
<input checked="" type="checkbox"/> 2.7L V6 EcoBoost Engine	
<input type="checkbox"/> Auxiliary Fuel Tank	
<input type="checkbox"/> Fixed Running Boards	
<input type="checkbox"/> Bed Liner	
<input type="checkbox"/> Towing/Camper Pkg	
<input type="checkbox"/> Navigation System	
<input type="checkbox"/> Sport Appearance Pkg	
<input type="checkbox"/> Certified Pre-Owned-F150	
<input checked="" type="checkbox"/> Power Door Locks	
<input checked="" type="checkbox"/> Cruise Control	
<input type="checkbox"/> Power Sunroof	
<input type="checkbox"/> 3.5L V6 EcoBoost Engine	
<input type="checkbox"/> Snow Plow Pkg./Plow	
<input type="checkbox"/> Roll Bar	
<input type="checkbox"/> Fiberglass Cap	
<input type="checkbox"/> 3.5L V6 Engine	
<input type="checkbox"/> Heavy Duty Payload Pkg.	
<input type="checkbox"/> FX4 Off-Road Pkg.	

Submit to CU\*BASE

Feature	Price
TOTAL	29350

Items that are crossed out are not available. (For example, if you select a soft top convertible, a moon roof will not be an available feature.)

In this example, we have added a bed liner. The TOTAL is updated.

CU\*Answers Collateral Valuation

Year: 2015  
Make: FORD TRUCK  
Model: Crew Cab XLT 4WD

Feature	Price
<input checked="" type="checkbox"/> Power Windows	
<input type="checkbox"/> W/out Power Seat	
<input type="checkbox"/> Winch	
<input checked="" type="checkbox"/> Aluminum/Alloy Wheels	
<input checked="" type="checkbox"/> 2.7L V6 EcoBoost Engine	
<input type="checkbox"/> Auxiliary Fuel Tank	
<input type="checkbox"/> Fixed Running Boards	
<input checked="" type="checkbox"/> Bed Liner	
<input type="checkbox"/> Towing/Camper Pkg	
<input type="checkbox"/> Navigation System	
<input type="checkbox"/> Sport Appearance Pkg	
<input type="checkbox"/> Certified Pre-Owned-F150	
<input checked="" type="checkbox"/> Power Door Locks	
<input checked="" type="checkbox"/> Cruise Control	
<input type="checkbox"/> Power Sunroof	
<input type="checkbox"/> 3.5L V6 EcoBoost Engine	
<input type="checkbox"/> Snow Plow Pkg./Plow	
<input type="checkbox"/> Roll Bar	
<input type="checkbox"/> Fiberglass Cap	
<input type="checkbox"/> 3.5L V6 Engine	
<input type="checkbox"/> Heavy Duty Payload Pkg.	
<input type="checkbox"/> FX4 Off-Road Pkg.	

Submit to CU\*BASE

Feature	Price
Bed Liner	50
TOTAL	29400

At this point, you click *Submit to CU\*BASE*.

Navigation System       Heavy Duty Payload Pkg.  
 Sport Appearance Pkg       FX4 Off-Road Pkg.

Print or Archive

Your value was successfully submitted Wed Oct 05 2016 13:18:13 GMT-0400 (Eastern Daylight Time)

The screen message then alerts you that the value was successfully updated. The button text changes to *Print or Archive*. If you click this button, you can print a copy for your records.

In CU\*BASE the following changes will be made:

- The *Estimated value* will be updated to the NADA value
- The *Value Type* field will be updated to *NADA*
- The back arrow will be disabled.
- **NOTE:** The NADA value that is used is based on the state of the credit union.

Session 0 CU\*BASE GOLD Edition - Collateral Identification

File Edit Tools Help

### Collateral Identification CHANGE

TIN/SSN  MARY G MEMBER

---

Application # 218100      Item # 001  
 Loan category 14 NEW VEHICLES      Purpose 1 NEW AUTO  
 Loan amount 5,000.00      Security 2 AUTOMOBILE

---

Collateral type A AUTO COLLATERAL       Escrow

Make FORD      Mileage 35,000  
 Model SUPERCREW      Color BLACK  
 Year 01      Trim package XLT 4WD

Identification #  2556       Trade-in  
 Estimated value  29,400.00        
 Amount pledged to loan  0.00      Loan to value 17.01 %      Value type NADA

---

Insurance agent         Title tracking  
 Policy #        Title status on file  
 Status    
 Expiration date 00000000  [MMDDYYYY]      Verification date 00000000  [MMDDYYYY]  
 Premium amount  0.00  
 Premium frequency

---

Delete      Save/Update      Add      Comments      URL/Instructions      HMDA

← → ↑ ||           FR 12327 10/05/16

To advance you must save these changes by using *Save/Update* (F5). If you do not wish to save the changes, use *Delete* and the collateral record will be deleted.

---

# APPLICATION STATUS INQUIRY: A “DASHBOARD” APPROACH

With the CU\*BASE Application Status feature, any credit union employee at any CU\*BASE workstation can view the status of all loan requests, including those that have been recently booked or denied. Instead of a member having to call and get shuffled from one employee to another in an effort to locate the original loan officer, any employee who answers the phone can give the member an update right over the phone.

In addition, this feature provides a centralized place where underwriters and loan processors can review applications and mark approvals or denials quickly and efficiently. Direct access is available to process a new loan request, update or review underwriting comments.

Up to six underwriting codes can be configured to display right on the Application Status screen, with a button to display all additional codes. Each code shows a record count of applications currently sitting at each status. This was designed especially for central underwriting teams to show a quick count of all newly submitted applications awaiting underwriter action.

The Activity Tracking statistics provide a status “dashboard” for your loan team’s daily efforts, so lending managers can tell at a glance where to “step on the gas” to make sure the department meets its goals.

## LOAN APPLICATION STATUS INQUIRY

The Work/View Application Status system consists of three screens that can be used to view pending, booked (loan accounts created) and denied loan requests. The Application Status system is great for:

- Checking on the status of a loan request to answer a member inquiry.
- Reviewing the progress of various tasks on the Electronic Checklist.
- Updating Underwriting Comments for a member.
- “Working” a loan request, including assigning Underwriting Codes, printing or viewing amortization data, updating Household information—even creating the loan account or processing a denial notice.

In addition, you can access the WMail electronic mail or WCalendar scheduler programs directly from the status screens, to allow for quick communication between loan officers, underwriters, and member service personnel.

## “Work/View Application Status” on the Lending Functions (MNLOAN) menu

For busy loan departments, the “Wait times” area is a great way to keep tabs on loan applications waiting to be handled. (Applies to this week’s incoming apps, regardless of what apps are being displayed in the list.)

Use one or more of the filters to narrow down your listing to just the applications you want to view.

To get a “dashboard” view of the loan team’s activity and progress towards team goals, use **Activity Tracking (F17)** to display a statistical analysis screen showing all applications in the pipeline. See below for more details.

The blue **NonMbr** notation indicates that it is a pre-membership application.

The green **Cmt** notation indicates that there are comments on this application.

The Decision column records either the results of your 247 Lender automated decision model or, if the model passed, the results of the Loan Deal Filters. Refer to online help for a list of all possible color-coded status codes (click the **i** button while working on this screen).

A record count for top six different underwriting codes is displayed here. To view stats on all codes use the **More** button.

The Application Status inquiry displays the current status of all loan applications “in the pipeline,” showing their status as they are handled by different members of the loan team.

Use the fields at the top of the screen to choose a range of dates to display. Search and selection fields are available to find a particular application quickly or to display only applications with certain attributes.

Use **Refresh (F5)** at any time to update the list with new loan requests as they are submitted by staff throughout the day.

For complete details, refer to CU\*BASE GOLD Online Help (click the **i** button while working on this screen).

## STATISTICAL ANALYSIS: THE “DASHBOARD”

Introducing a "Statistical Dashboard" for Loan Department Activity: An instant view of the lending team's output at any time during the month.

Today's credit unions want an instant look at where they are throughout the month in relationship to their goals and where they hope to end up. In the past, you simply ran a report after the fact to see how you did. Today, we need to stay aware of how many days we have left to meet our goals, in order to affect how fast we're moving toward those goals. We need to make sure we inspire the right people in order to stay on track.

That's what this Loan "Statistical Dashboard" is all about. This feature should help you get a team-wide awareness of where you are and where you are going.

Now leadership can pop in on the loan department any time they want. Data can be displayed for any time period and grouped by employee, loan category, branch, or delivery channel. At a glance the stats can point to the need to encourage an employee on an individual goal, counsel a branch leader on the team's goals, touch base with an indirect lender, or even work with the web team to try and increase the number of applications coming in through the Internet.

### “Work/View Application Status” on the Lending Functions (MNLOAN) menu, Activity Tracking

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

**Applications by Status** All Applications

Branch  (99 = all)  
From  to  [MMDDYYYY]

Status	Week 1		Week 2		Week 3		Remaining Weeks	
	# Apps	Amount	# Apps	Amount	# Apps	Amount	# Apps	Amount
Pending	147	2,235,287	159	2,249,592	204	2,691,708	332	3,815,381
Denied	26	402,137	50	667,800	33	501,364	97	1,323,221
Booked	106	2,544,407	128	1,607,500	200	2,505,108	317	3,439,664
<b>Total</b>	<b>279</b>	<b>5,181,831</b>	<b>337</b>	<b>4,524,892</b>	<b>437</b>	<b>5,698,180</b>	<b>746</b>	<b>8,578,266</b>

Status	% Apps	% Amount	% Apps	% Amount	% Apps	% Amount	% Apps	% Amount
Pending	52.68	43.13	47.18	49.71	46.68	47.23	44.50	44.47
Denied	9.31	7.76	14.83	14.75	7.55	8.79	13.00	15.42
Booked	37.99	49.10	37.98	35.52	45.76	43.96	42.49	40.09

Status	Total # of Apps	Total Amount of Apps	% of All Apps	% of Total App Amount
Pending	842	10,991,968	46.80	45.83
Denied	206	2,894,522	11.45	12.06
Booked	751	10,096,679	41.74	42.09
<b>Total</b>	<b>1,799</b>	<b>23,983,169</b>		

Today: All | Loan Category | Underwriter Code | Interviewer ID | Underwriter ID  
 Delivery Channel: Dealer # | Business Unit | Product Code | Summary by Month | Counts by UW Code

FR (4100) 3/28/15


For the range of dates selected, Week 1 is always the last (most recent) week in that range. Week 2 would be the next most recent, and so on. (Basically the system starts at the end of the range (the "To" date) and works backwards.)

Use the buttons to filter the list and show statistics for only certain applications.

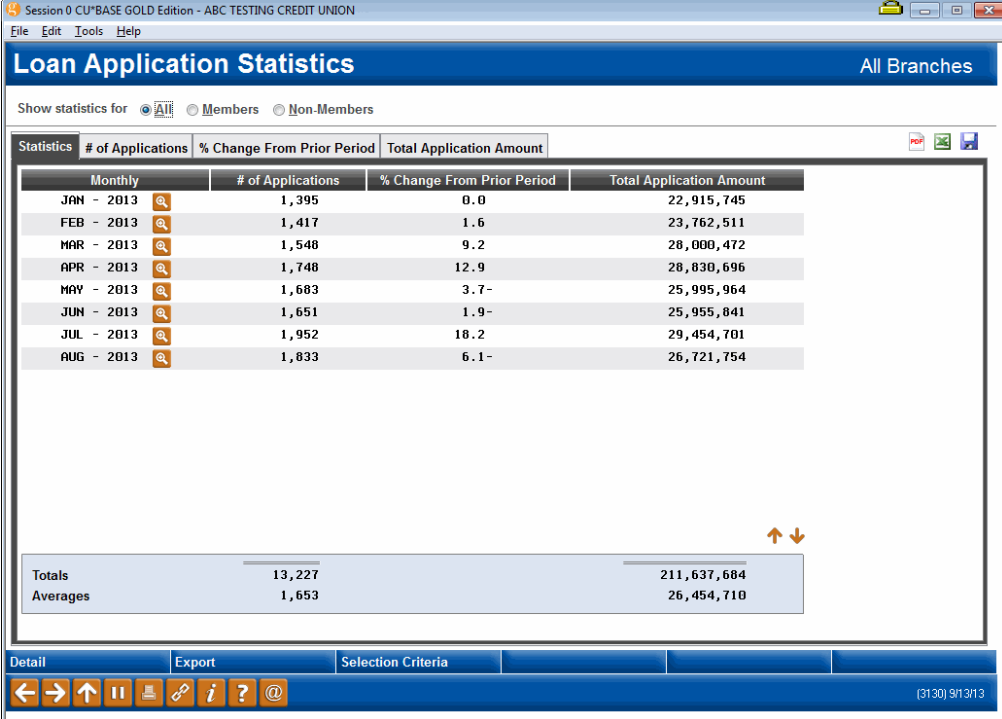
The idea with this screen is to show how many applications were added to the pipeline during the chosen period. In this context the date range relates to the date on which the application record was created. So if an application was created during the time period specified at the top of the screen, it will be included in the analysis.

To group applications according to status (Pending, Denied, Booked), the system looks at the current status of the app as it sits in the pipeline now.

Among other things, the analysis answers the question, "How many of the applications that came in during the week of \_\_\_\_\_ are sitting at a pending (or denied, or booked) status today?"

For complete details, including an explanation of the calculations used to define these statistics refer to *CU\*BASE GOLD Online Help*. Click the  link in the lower right hand corner of this screen.

To view a summary of these statistics, click *Summary by Month (F17)*. Use the tabs across the top to see graphical images of the data:



Monthly	# of Applications	% Change From Prior Period	Total Application Amount
JAN - 2013	1,395	0.0	22,915,745
FEB - 2013	1,417	1.6	23,762,511
MAR - 2013	1,548	9.2	28,000,472
APR - 2013	1,748	12.9	28,830,696
MAY - 2013	1,683	3.7-	25,995,964
JUN - 2013	1,651	1.9-	25,955,841
JUL - 2013	1,952	18.2	29,454,701
AUG - 2013	1,833	6.1-	26,721,754
<b>Totals</b>	<b>13,227</b>		<b>211,637,684</b>
<b>Averages</b>	<b>1,653</b>		<b>26,454,710</b>





Use the *Counts by UW Code* button (F20) to see a summary of activity which can be sorted by status (booked, pending, denied) or for all loans in the specified period:

Session 0 CU\*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

### Loan App Activity by Underwriting Code

All Applications

Application date range: From **Dec 01, 2014** [MMDDYYYY] To **Dec 31, 2014** [MMDDYYYY]

Apps with UW code	1,027
Apps without UW code	772
<b>Total ALL applications</b>	<b>1,799</b>

Booked Denied Pending All

Code Description	Type	Count
AA APPROVED	Approval	75
AD APPROVED- AUTO DEC.	Approval	24
AP PREAPPROVED	Approval	16
AS ASSIGNED TO MSO	Memo	
CD COUNTEROFFER	Memo	1
CS COSIGNER INFO ONLY	Memo	42
DA DUPLICATE APPLICATIO	Approval	29
DD DENIED	Approval	206
DT DEALERTRACK	Memo	
HA HM BANKING APPROVAL	Approval	
HB HOME BANKING REQUEST	Memo	
MA MODEL APPROVED	Approval	
MF MD FILTER FAIL- M UW	Memo	
NT NOT TAKEN	Memo	7
OC OWNER OF COLLATERAL	Memo	
PC PENDING- NEED COSIGN	Memo	43
PD PENDING- INDIRECT	Memo	1
PI PENDING- NEED INFO	Memo	314
PL PLAN ONLY-NO LOAN	Memo	95
PH PENDING- MBR CONTACT	Memo	30
RD RETAILER DIRECT	Memo	
RO ROUTE ONE	Memo	
SM SUBMIT- MSO/MSR	Memo	
SU SUBMIT- UNDERWRITER	Memo	1
SX SUBMIT- LOAN REVIEW	Memo	
UA UNDERWRITE APPROVAL	Memo	2
VA VISA INCREASE APP	Memo	10
VD VISA INCREASE DENIED	Denial	

FR (5501) 3/26/15

Click on any orange column heading to sort the list by that column. By default only booked loans for the specified period will be shown; click the tabs along the top of the list to reveal other summary lists.

# LOAN FILE VERIFICATION: KEEPING UP WITH THE PAPERWORK

Few processes in the day-to-day life of a credit union produce more paperwork than a loan application file. From start to finish, the file can contain multiple forms, copies and notes, all of which must be filed and maintained as part of your normal record-keeping process. Who makes sure this paperwork actually gets to its final destination? How can you know if all the forms have been filled out and everything has been done according to credit union procedures?

The CU\*BASE **Loan Application File Verification** feature lets you record a date on which loan application records are to be verified, after the loan has been finally approved (created). A report can be produced showing files due for verification, with special features that allow you to “mark” a file as verified.

In addition, this feature combines with the **Electronic Check List** feature to let you track all necessary tasks that should be completed, both before and after the loan is approved.

## RECORDING VERIFICATION DATES FOR NEW LOANS

### Loan Creation Screen

Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

### Loan Creation

Loan account # [REDACTED] JOHN G. MEMBER  
Loan category 14 NEW VEHICLES  
Application # 128215 Open date Sep 04, 2013

Printer P1  
Drawer 1

Note Information

Assign account type 606 Low 605 High 608

Approval ID [REDACTED] Collector ID XX Interviewer ID 09  
File verification date [REDACTED] [MMDDYYYY] Include in open-end loan contract  
Credit report # [REDACTED] (Primary borrower) CU risk level [REDACTED]

If a recent credit report exists for this member, the Credit report # and CU risk level fields will be filled in automatically, using the most recent report on file for the primary borrower. This links the report to this loan so that it will be archived and available for viewing throughout the life of the loan. Any additional signers on this loan will also be linked to the most recent credit report in their name, if one exists in the file.

Additional Information			Forms to Print				
<input type="checkbox"/> Collateral	<input type="checkbox"/> Link to dealer	<input type="checkbox"/> Additional signers	<input type="checkbox"/> Variable rate loan	1 [REDACTED]	2 [REDACTED]	3 [REDACTED]	4 [REDACTED]
<input type="checkbox"/> Automatic transfer	<input type="checkbox"/> Participation loan	<input type="checkbox"/> Payment matrix	<input type="checkbox"/> Credit card maintenance	5 [REDACTED]	6 [REDACTED]	7 [REDACTED]	8 [REDACTED]
<input type="checkbox"/> Payroll deduction	<input type="checkbox"/> Disburse funds	<input type="checkbox"/> Pledged shares	<input type="checkbox"/> ACH maintenance				

Form Window  
Unlock Fields  
View Credit Report

FR (2346) 9/04/13

This is the screen used to create a loan account. When a loan is being created, the *File verification date* field is available to record the date on which the paperwork from this loan application needs to be verified for accuracy and completeness.

*NOTE: Depending on the Loan Configuration, the same person may not be able approve a loan and disburse its funds. If this setting is set, separate people will need to authorize these actions.*

*If you wish this date to be mandatory for all loans being created, use the File Verification system control feature described on Page 61. If this control has been turned on, the system will automatically fill in a date using the default number of days configured.*

## USING THE ELECTRONIC CHECK LIST FOR FILE VERIFICATION

As shown on Page 17, an Electronic Checklist is a great way to make sure all the i's are dotted and t's are crossed in completing a member's loan request. Before the loan is approved and the loan account created, you can work the checklist from the Loan Recap screen.

After the loan has been created, you can still access the checklist by using the "Loan App File Verification" command on menu MNLOAN. Enter the member's account base and loan suffix and use Enter to proceed to the screen shown below:

Task	Name	Request Date	Completion Date	Days	ID
01	PULL EXISTING LOAN FILE (S)	Jan 09, 2014	Jan 27, 2014	0018	89
02	WRITTEN EXPL. FOR BK/DQ	Jan 09, 2014	Jan 27, 2014	0018	89
03	PROOF CURRENT OR PAID-IN-FULL	Jan 09, 2014	Jan 27, 2014	0018	89
04	PYMT ON FCU LOAN, CC, OR -110	Jan 09, 2014	Jan 27, 2014	0018	89
05	ADDITIONAL COLLATERAL INFO	Jan 09, 2014	Jan 27, 2014	0018	89
06	VERIFY COLLATERAL VALUE	Jan 09, 2014	Jan 27, 2014	0018	89
07	DEBT TO INCOME RATIO	Jan 09, 2014	Jan 27, 2014	0018	89
08	MI REPEAT OFFENDER REG	Jan 09, 2014	Jan 27, 2014	0018	89
09	APPLICANT OPEN ACCT W/\$10	Jan 09, 2014	Jan 27, 2014	0018	89
10	CO-APPLICANT OPEN ACCT W/\$10	Jan 09, 2014	Jan 27, 2014	0018	89
11	INCOME VERIFICATION FOR APP	Jan 09, 2014	Jan 27, 2014	0018	89
12	INCOME VERIFICATION FOR CO-APP	Jan 09, 2014	Jan 27, 2014	0018	89
13	DEALER # & CONTACT, USE UW CNT	Jan 09, 2014	Jan 27, 2014	0018	89

■ Maintenance ↑ ↓

Print Checklist  
File Verified

← → ↑ || 🔗 ⓘ ? @ FR (43) 1/27/14

To mark a task as completed, select the item in the list (use Ctrl and click on additional items if desired) then use the *Maintenance* option (or press F6). The following window will appear:

Session 0 CU\*BASE GOLD Edition - Electronic Check List Maintenance

All selected tasks:

Completion date 000000 [MMDDYY]

Days 0047

Employee ID

FR (45)

Enter the date on which the tasks were completed, and the Employee ID of the person completing the tasks. The system will automatically calculate the number of days between the initial loan request date and the completion date for the task. Use Enter to mark the task(s) and return to the check list.

Once all of the tasks are completed and all necessary paperwork has been verified, use **File Verified (F10)**. Because the system will automatically insert your ID and the current date, and these fields cannot be changed, a warning message will appear. Use Enter to confirm and a notation will appear near the top of the screen showing the verification date and employee ID.

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

### Electronic Check List

Application # 143197

Account base 1234

Pending verification Feb 16, 2014

File verified on Jan 27, 2014 by /E Data Center Employee

Task	Name	Request Date	Completion Date	Days	ID
01	PULL EXISTING LOAN FILE (S)	Jan 09, 2014	Jan 27, 2014	0018	89
02	WRITTEN EXPL. FOR BK/DQ	Jan 09, 2014	Jan 27, 2014	0018	89

## PRINTING THE FILE VERIFICATION REPORT

This report, also called the “Pipeline” report, is traditionally used to show the status of tasks for all pending loan requests. It can also be used to show the status of tasks after a loan has been created, as well as a summary of File Verification information for your records department.


## “Loan Pipeline Analysis” on the Reports D (MNRPTD) menu

The screenshot shows the 'Pipeline Check List Status' report options screen. The window title is 'Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION'. The menu bar includes 'File', 'Edit', 'Tools', and 'Help'. The main title is 'Pipeline Check List Status'. Below the title, there are two tabs: 'Report Options' and 'Response'. The 'Report Options' tab is active. The screen contains several input fields and checkboxes:

- Month/year: Jul 2013 [MMYY]
- Job queue:  Job queue
- Copies: 1
- Printer: P1
- Pending applications:  Pending applications
- Denied applications:  Denied applications
- Booked applications:  Booked applications
- Loan category: [ ] Optional
- Account base: [ ] Optional
- Verification date range: From [ ] [MMDDYY] Optional, To [ ] [MMDDYY] Optional
- Verified by date range: From [ ] [MMDDYY] Optional, To [ ] [MMDDYY] Optional
- Print summary report only:  Print summary report only

At the bottom of the screen, there is a navigation bar with icons for back, forward, up, down, print, search, help, and refresh. The text 'FR (743) 7/22/13' is visible in the bottom right corner.

There are two reports available: The normal Detail report showing the status of all tasks for each individual loan request, and a Summary report that lists basic details about loans with the file verification dates included.

For complete details, refer to *CU\*BASE GOLD Online Help*.  
Click the  link in the lower right hand corner of this screen.

## ACTIVATION AND CONTROLS FOR LOAN FILE VERIFICATION

To ensure that File Verification features are used consistently according to your credit union’s policy, you will need to check *Loan application file verification* in the **Loan Processing Workflow Controls**. This screen will also require the entry of the number of days from loan creation date. **See page 24.**

If this control setting is turned on, the system will require a file verification date to be entered into the Loan Creation screen when a loan account is being created. You may also enter a default number of days, and the system will automatically calculate the verification date by adding that number of days to the date on which the loan was created.

For example, if you wish to allow 15 days from when a loan is created to when the final paperwork is verified by your records department, this setting would automatically calculate a verification date 15 days from the loan creation date. Therefore, a loan created on April 1 would have a verification date of April 16.

The verification date will appear on reports and the Electronic Check List screen for use by record-keeping personnel in tracking the status of loan application file paperwork.

If this control setting is turned off, a verification date can still be entered and the reports can still be pulled, but will not be required or calculated automatically by the system.

# PERMANENT UNDERWRITING COMMENTS

Lending officers use underwriting comments to record information that they use for approvals and denials of a loan. These comments are not permanent and can be changed, allowing loan officers to edit and adjust their comments. Credit unions wanted to protect certain underwriting comments from being changed (either accidentally or purposely), for example maximum-approval limit or other special instructions about a particular member. For this purpose, we have developed the permanent underwriting comments feature which uses the Tracker system to record comments that cannot be altered or edited.

To use this feature, first configure a Memo Type to support underwriting comments (see Page 63). This option is only available for Memo Types associated with Collection Tracker (XX) Types. Then when recording a permanent underwriting comment, simply add a Tracker conversation and use this configured Memo Type. To review permanent underwriting comments at a later time, access the Underwriting Comments screen for the member (see Page 64).

- Remember that Trackers are only available for members. If you are assisting a non-member, simply use the comment feature that is currently available to enter your underwriting comments.

## CONFIGURING MEMO CODE FOR PERMANENT UNDERWRITING COMMENTS

To record permanent underwriting comments, use the Tracker feature. First create a Memo Type to support underwriting comments by checking “Used for permanent underwriting comments” box in the Memo Type configuration.

### “Configure Memo Type Codes” on the Member Tracker Tools (MNTRAK) menu

Session 0 CU\*BASE GOLD Edition - Memo Type Definition

Tracker type	XX	COLLECTION CARD
Memo type	LG	Memo type description LEGAL ACTION

Used for links to external documents       Used for permanent underwriting comments

Used to monitor loan account daily for specific transaction activity (e.g., promise to pay)

Memo type for note when transaction occurs     

Memo type for note when transaction does not occur     

Delete

Navigation icons: back, forward, up, down, home, refresh, help, search, @

FR (2886)

*This feature is only available for Memo Types associated with Collection Tracker (XX) Types.*

Then when you want to record a permanent underwriting comment, simply use the Tracker feature. One access points is *Tracker Review* (F21) on the Underwriting Comments screen (see Page 64), but there are many other access points to adding Tracker conversations to a member. When adding a

conversation that is a permanent underwriting comment, use the configured Memo Type.

## REVIEWING PERMANENT UNDERWRITING COMMENTS

The top right-hand corner of the screen indicates if permanent comments have been entered. To view them, select the *View Underwriting Trackers* button on the Underwriting Comments screen for the member (shown below). This will take you to the Tracker Conversation screen, filtered to show only the permanent underwriting comments (Tracker conversations with the specified Memo Type for underwriting comments).

(The Underwriting Comments screen is accessed from many loan application screens including via Work/View Application Status on the Lending Function menu (MNLOAN).)

### Underwriting Comments Screen

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

### Underwriting Comments

Member SSN [REDACTED] MARY M MEMBER 1 permanent underwriting comment exists

Comments 3/16/11 APPROVED FOR UP TO \$17,000 SUBJECT TO VALUE OF VEH COVERS LOAN AMT, VEH AS COLL, SUGGEST PNT ACH FROM DIR DEP, REALIZE DTI HIGH, GOOD CREDIT HISTORY, WILL HAVE ADD'L MONTHLY INCOME IN A FEW MONTHS.

Save Changes [Save Changes] [Up Arrow] [Down Arrow]

MESSAGE TIP: When you add or remove characters, it might cause fragmented lines of text. Place the cursor at the end of the shortened line and press the Delete key to remove the line break and clean up the paragraphs as needed.

MESSAGE TIP: If you insert text or copy and paste text that exceeds the space provided, a pop-up window will appear. Select Yes to retain text you have written or pasted, but be careful, this may delete following text. Select No to cancel a paste. WARNING: Never check the "Remember my decision" checkbox on this pop-up window.

Save Changes Tracker Review View UW Trackers

FR (4209) 1/27/14

### Permanent Underwriting Comment Entry

Session 0 CU\*BASE GOLD Edition - Member Tracker Review  
File Edit Tools Help

### Member Tracker Review

Account [REDACTED] MARY M MEMBER  
Conversations 3  
Position to date [REDACTED] [MMDDYYYY]

Contact - Date: 01/27/2014 Time: 16:27:39 By Emp: /E  
Name: MARY M MEMBER Memo Type: LG LEGAL ACTION  
Member notified that legal action may be necessary if payment is not remitted.

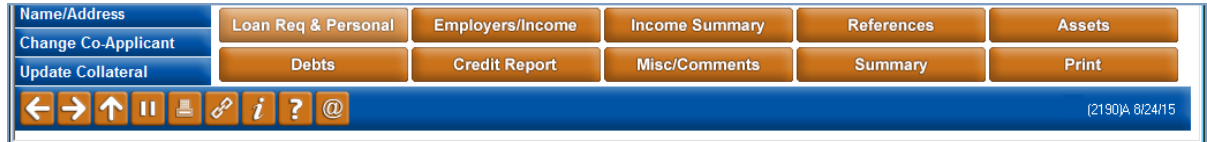


*NOTE: The number next to "Conversations" at the top of this screen indicates the total number of conversations on that Tracker. It does not indicate the number of permanent underwriting comments.*

# LOAN APP WORKFLOW STYLES

A normal CU\*BASE loan application has 10 different screens, but not all of them are critical for every type of loan. The “Loan App Workflow Styles” controls the automatic forward momentum through the CU\*BASE Loan Application screens, bypassing pages that are not required by the particular loan product (such as skipping over the employment, income, and assets screens for a CD-secured loan).

Instead of this:



A loan officer could see this:



**IMPORTANT:** All normal “behind the scenes” actions still happen even if you loan officer does not actually view a screen. For example, if your credit union auto-fills debts from the credit report this will still happen regardless of whether the officer actually views the Debts screen. This feature simply means that the loan officer will not be presented the button to access the screen and will not be able to make changes to it.

## ACTIVATION AND CONFIGURATION

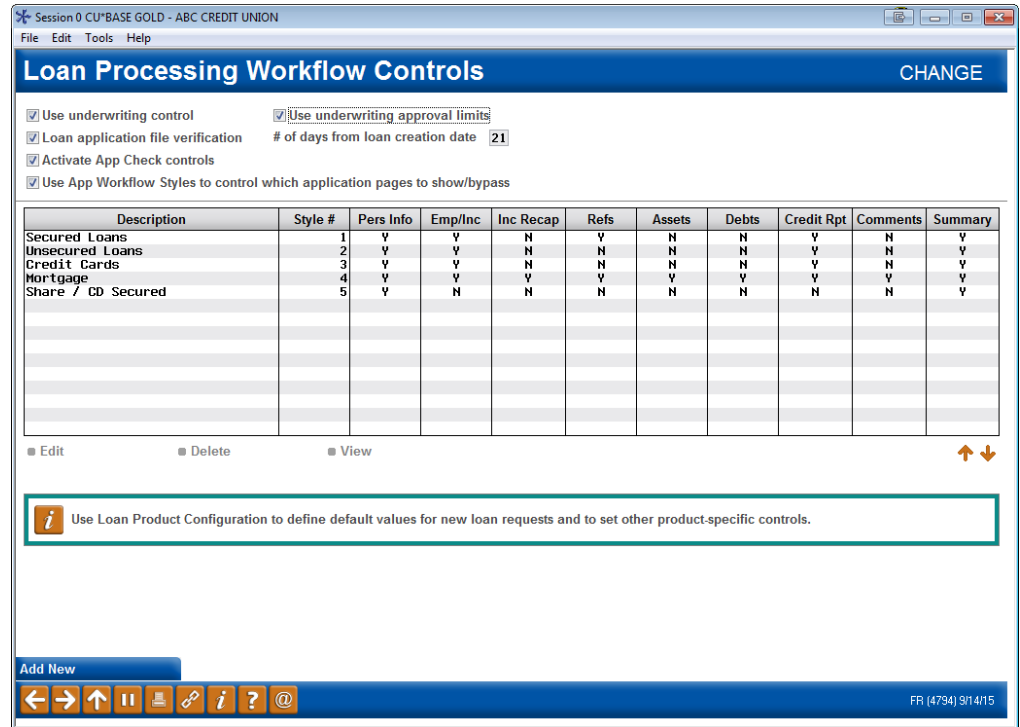
Start by configuring workflow styles in the **Loan Workflow Controls** (see below and page 24), and then attach the appropriate style to your loan products via **Loan Product Config** on the Loan Products (MNCNFB) menu.

**“Loan Workflow/App Check” on the Loan Products (MNCNFB) menu (feature not turned on)**

To activate the feature, first check *Use App Workflow Styles to control which application pages to show/bypass* and press Enter.

*NOTE: It will not affect your loan officers until these styles are attached to a loan product. This step simply allows you to create and edit the styles you will use.*

**“Loan Workflow/App Check” on the Loan Products (MNCNFB) menu (App Workflow Styles activated)**

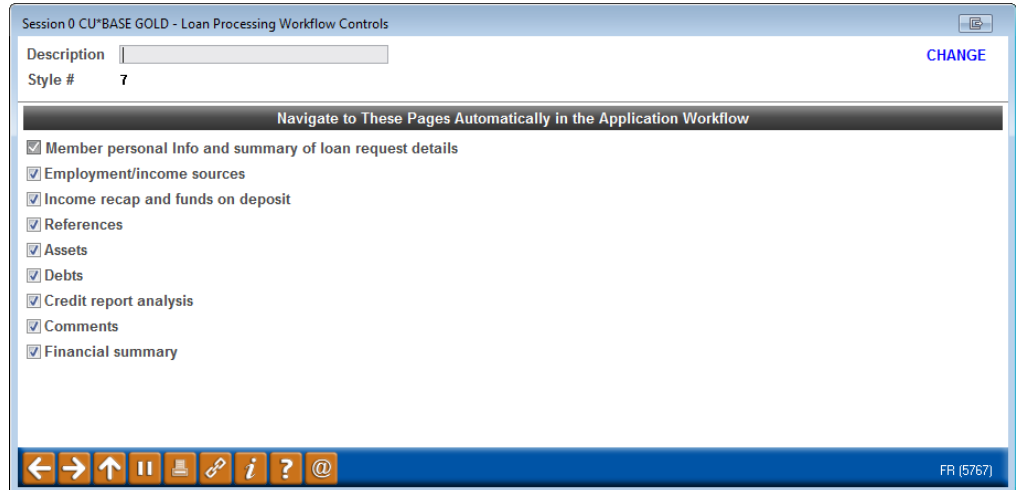


Once the feature is activated, the system-generated styles will appear. Above you can see these styles. Each style is giving a Style # and the columns indicate which screens (and corresponding buttons) are shown on the loan application. You may choose to use these default styles. You may also edit them to fit your credit union needs. Or you may create a new style using the *Add New* button.

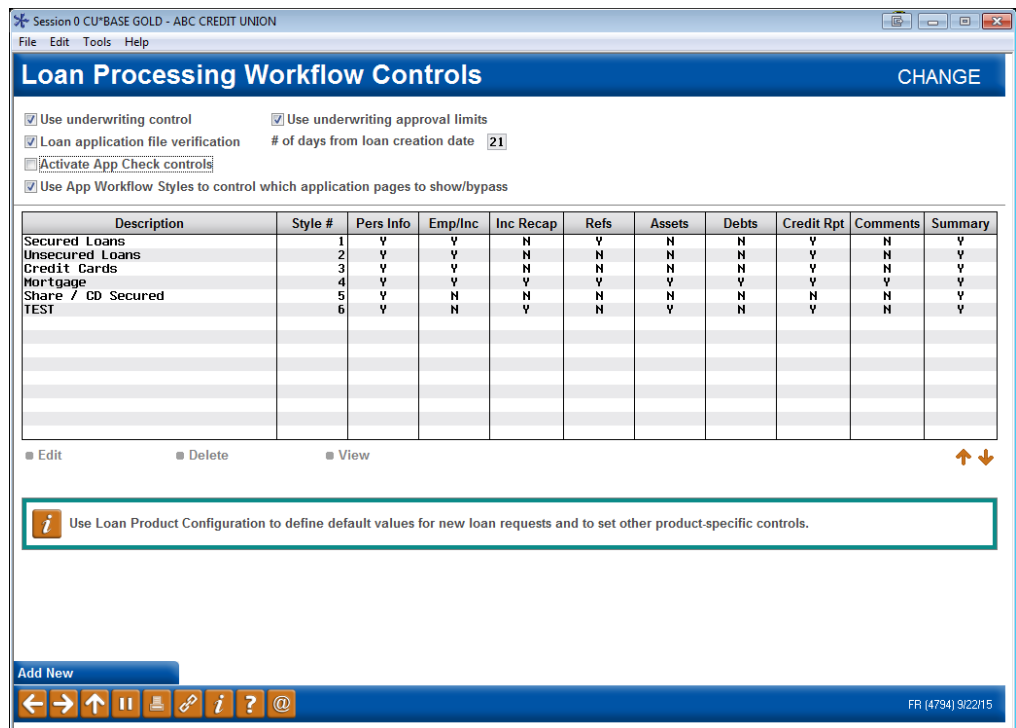
*The styles and the Add New button will not appear until you activate the feature by checking the box at the top of the screen and pressing Enter.*

To edit an existing style, select the style and use Edit. Then you can edit the selections. To add a new style use **Add New**.

Both actions will take you to the following screen. (When selecting *Edit*, the Description line will be filled in.)



On this subsequent screen you will enter a description (if adding a new style) and select/de-select the screens you want/do not want to have shown to a loan officer when filling out a loan app for loans of the loan product you assign this Loan Workflow Style to. Press Enter to save the style/style changes.



Next you will need to associate the Loan App Workflow style to a loan product. Indicate the style on the first loan product screen.

## CONFIGURATION AT THE LOAN PRODUCT LEVEL

### “Loan Product Configuration” on the Loan Products (MNCNFB) menu

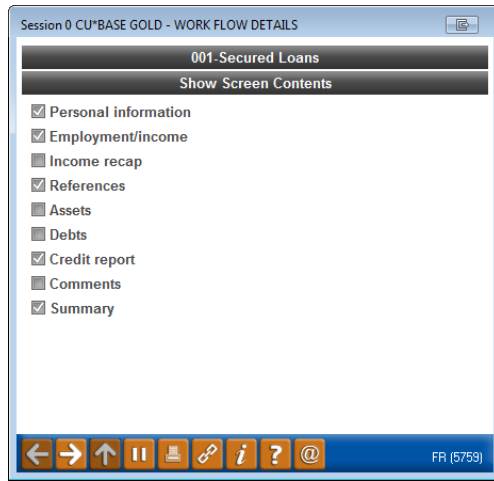
This field is used to attach a loan application workflow style to the loan product.

Use the lookup next to *Use application workflow style* to attach a style to the product. A window will appear with the available styles to select from. This screen lists the style numbers, description and the number of screens that the loan officer will see.

Style	Description	Screen Count
001	Secured Loans	(5/9)
002	Unsecured Loans	(4/9)
003	Credit Cards	(4/9)
004	Mortgage	(3/9)
005	Share / CD Secured	(2/9)

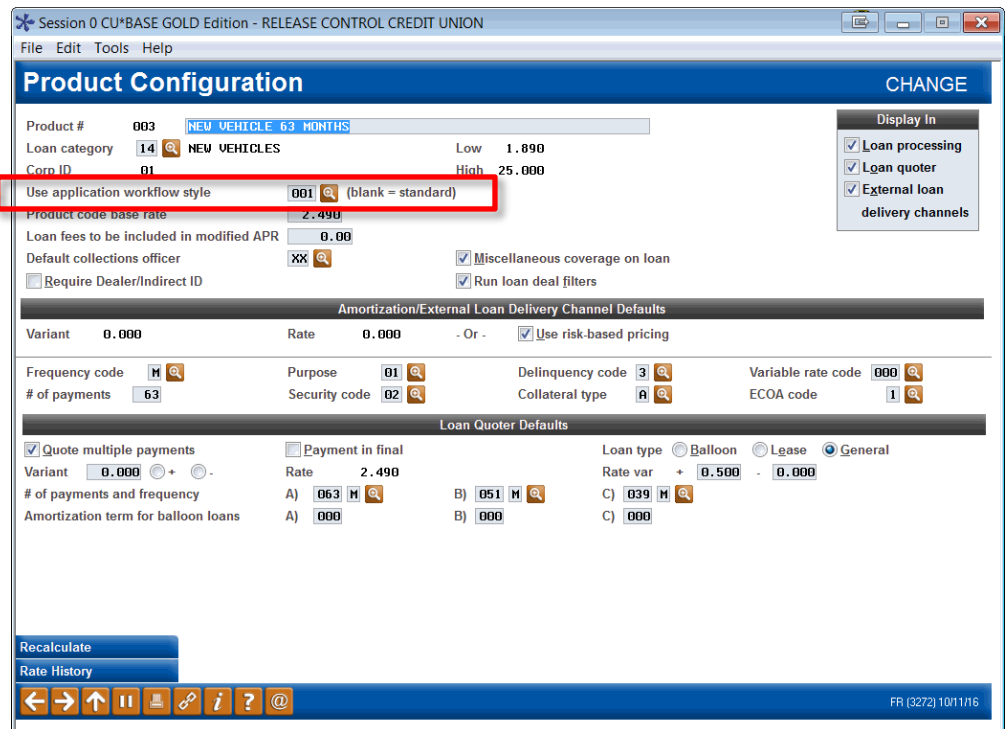
This style displays 5 of the 9 possible app screens.

To view more details about the screens, select a style and the *Detail* option.



To attach a style, use the *Select* option. (See image on last page.) The style will then be attached to the product.

A loan application workflow style is now attached to the loan product.



Press Enter to save the changes made to the Loan Product screen.

When an loan is created for the loan product used in this example, the loan officer will see the following screen when entering the loan application screens.

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

### Loan Application #181069: Request & Personal Applicant

Account # [REDACTED] **JOHN Q PUBLIC**

Amount requested	2,500.00	Rate	14.000
Purpose	NEW AUTO		
Payment amount	108.49	# Pmts	27
Repayment	Unknown		
Insurance	No insurance		

SSN/TIN [REDACTED] Birthdate **Mar 29, 1949**  
Phone [REDACTED] Driver's license [REDACTED] State **MI**  
Marital status  Married  Separated  Unmarried

Current Address		Previous Address	
Address	[REDACTED]	Address	[REDACTED]
City	[REDACTED]	City	[REDACTED]
State, ZIP	<b>MI</b> [REDACTED] <input checked="" type="checkbox"/> Own <input type="checkbox"/> Rent	State, ZIP	<b>00000000</b> <input type="checkbox"/> Own <input type="checkbox"/> Rent
Date moved	<b>00000000</b>	Date moved	<b>00000000</b>

**i** IMPORTANT: If starting a brand-new application, to quickly pull in all data from the Household database and then exit: **Click Summary, then click Save/Done (NOT Cancel).**

**Underwriting Comments**  
**Save/Done**  
**Name/Address**  
**Change Co-Applicant**  
**Update Collateral**

**Loan Req & Personal** **Employers/Income** **References** **Credit Report** **Summary**  
**Print**

FR (2150)A 9/22/15



# APP CHECK

The name says it all! App Check simply gives the application a “final check” so you can be sure your loan officer doesn't forget to get everything needed to complete the application.

Because App Check is activated at the employee level, you can use this as a training tool, and implement it only with your new lending officers. Once activated, when these new officers select *Save* (F10) on any loan application screen, CU\*BASE reviews the application and alerts them which data is missing on the new Loan App Check Results screen.

*App Check does not stop the loan officer from exiting the loan application. There may be a good reason for doing so, such as waiting for co-signer information. It simply alerts them about what is missing and allows them to either return to the loan application, print a report of what is missing, or save and exit the application.*

## ACTIVATION

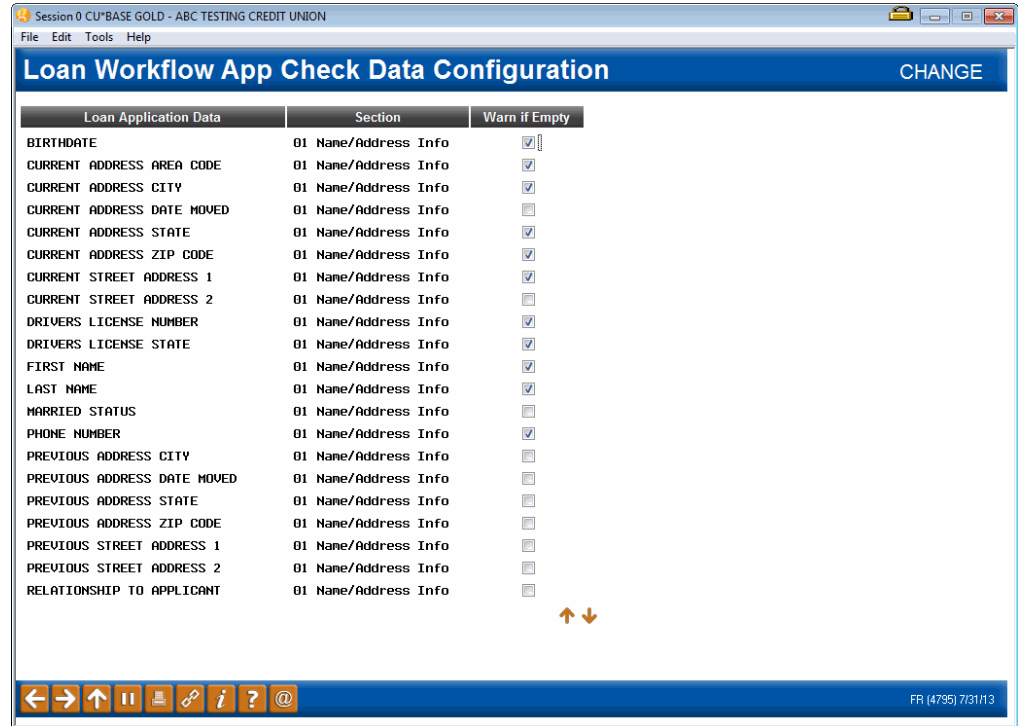
Activate the feature for your credit union by checking “Activate App Check controls” on the **Loan Workflow/App Check Config** option found on the Loan Products (MNCNFB) menu.

### “Loan Workflow/App Check Config” on the Loan Products (MNCNFB) menu

Description	Style #	Pers Info	Emp/Inc	Inc Recap	Refs	Assets	Debts	Credit Rpt	Comments	Summary
Secured Loans	1	V	V	N	V	N	N	V	N	V
Unsecured Loans	2	V	V	N	N	N	N	V	N	V
Credit Cards	3	V	V	N	N	N	N	V	N	V
Mortgage	4	V	V	V	V	V	V	V	V	V
Share / CD Secured	5	V	N	N	N	N	N	N	N	V

(The Loan App Workflow Styles feature is covered on page 66.)

Press Enter to move to the next screen. Check the *Warn if empty* box for each piece of data you want to be required for an application.

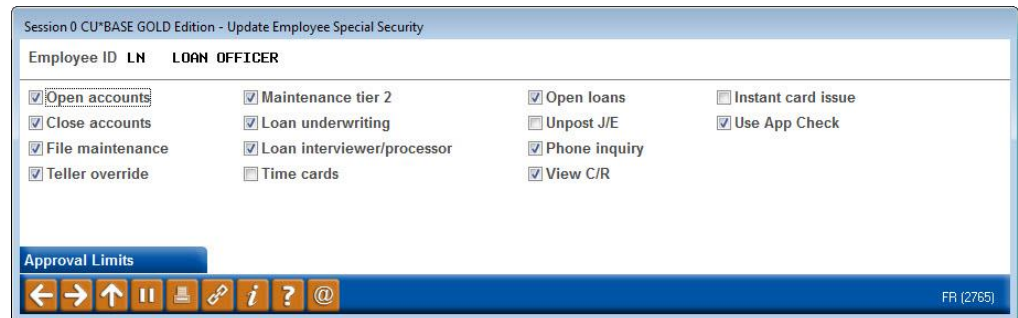


## ACTIVATE AT THE EMPLOYEE LEVEL

As mentioned earlier, this feature can be activated by employee, so you can use it for new lending officers as a training tool.

Activate the feature by Employee ID by checking *Use app check* in the special security of CU\*BASE Employee Security.

### “CU\*BASE” Employee Security” on the Management Processing/Active Beta Tests (MNMGMT) menu, then “Update Spcl Security”



*This security setting is not available unless the feature is activated in the Loan Products menu (see previous configuration).*

## USING APP CHECK

Once activated, when loan officers (configured to use App Check) select F10-Save on any loan application screen, CU\*BASE reviews the application and alerts them to which data is missing on the new Loan App Check Results screen.

Loan Application Data	Section	Applicant
PREVIOUS ADDRESS CITY	01 Name/Address Info	Primary
PREVIOUS ADDRESS STATE	01 Name/Address Info	Primary
PREVIOUS STREET ADDRESS 1	01 Name/Address Info	Primary
RELATIONSHIP TO APPLICANT	01 Name/Address Info	Primary
ADDRESS LINE 1	02 Employment/Income	Primary
AREA CODE	02 Employment/Income	Primary
CITY	02 Employment/Income	Primary
JOB TITLE OR PAYOR NAME	02 Employment/Income	Primary
PHONE NUMBER	02 Employment/Income	Primary
ADDRESS LINE 1	02 Employment/Income	Primary
AREA CODE	02 Employment/Income	Primary
CITY	02 Employment/Income	Primary
JOB TITLE OR PAYOR NAME	02 Employment/Income	Primary
PHONE NUMBER	02 Employment/Income	Primary
ADDRESS LINE 1	02 Employment/Income	Primary
AREA CODE	02 Employment/Income	Primary
CITY	02 Employment/Income	Primary
JOB TITLE OR PAYOR NAME	02 Employment/Income	Primary
PHONE NUMBER	02 Employment/Income	Primary

As mentioned earlier, the lending officer can then select to exit the application (*Confirm* (F10)), print the results of the screen (*Print* (F14)), or re-enter the application to add the missing information.

If the employee chooses to print the report, he or she will first need to select a printer. Then the following report will print:

### Loan App Check Results Report

```

10/28/12  8:59:09          ABC CREDIT UNION          PAPPCHK          PAGE
      RUN ON 10/30/12          LOAN APP CHECK RESULTS          USER

APPLICANT MARY L MEMBER          APP # 117284
THE FOLLOWING DATA IS MISSING FROM THE LOAN APPLICATION:

LOAN APPLICATION DATA          SECTION          APPLICANT
MARRIED STATUS                  01 Name/Address Info          Primary
REFERENCE #1 CITY                04 Reference Info          Primary
REFERENCE #1 NAME                04 Reference Info          Primary
REFERENCE #1 STATE               04 Reference Info          Primary
REFERENCE #1 STREET ADDRESS      04 Reference Info          Primary
REFERENCE #1 ZIP CODE            04 Reference Info          Primary
***END OF REPORT***
  
```