

## CU\*Forms Update Coming January 20<sup>th</sup>, 2025

On January 20<sup>th</sup>, 2025, there will be a new version of CU\*Forms giving your credit union a new set of features. These feature focus on preparation for the Lending release in May 2025.

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### **CU\*Forms Menu Changes**

With the ability to create more than just membership FormFLOWs, we expanded the "Create Form" dropdown to include the following options:

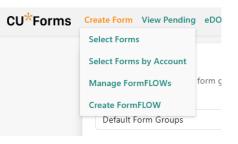
- Select Forms by Account Enter an Account number to select forms by membership product or by loan configuration without creating FormFLOWs.
- Manage FormFLOWs edit, view, delete membership and lending FormFLOWs
- Create FormFLOW create membership and lending FormFLOWs

#### New Lending FormFLOW Process

#### Manually Creating a FormFLOW

Lending FormFLOWs can be started by clicking on "Create FormFLOW". Select the "Loan" FormFLOW Type and search by account, loan application number, SSN, or name.

	×
create a FormFLOW for.	
Search Types:	Account Loan App SSN Name
	Pull Account Data
	Cancel





If the member has more than one booked loan or application, you will be prompted to select the one you are working with.

Select the loan account from below that you would like to use.			
Account Suffix	Application Number	Description	
N/A	94650	NEW AUTO	
772	74134	USED AUTO	

#### FormFLOW - Create Forms

On the Loan FormFLOW screen, you will notice that the FormFLOW associated to that loan product will auto select based on your FormFLOW lending configuration selections (check out....)

The next item you will notice is "Options" which is what we call criteria-based forms. When an option is checked, it will automatically select the forms assigned to the criterion. For example, if you have a co-signer, any co-signer forms will automatically select based on the credit unions configuration (check out .....).

Simply select "Populate Forms" to start the forms signing process as you have done before or move into FormFLOW to start the checklist portion of your workflow.

CU <sup>*</sup> Forms Create Form View Pending el	OOCSignature Request a Doc Admin		Upload 💂 📥
@ Back			
Loan - 94650 Create Form	KYLE KARNES - January 7, 2025 Is FormFLOW Documents Notes	Type: Auto Loan	
Selected Fo	Options:  As Co-Signer Has GAP No Credit Score Selected Forms Forms below are listed in signing order from left to right, top to bottom. Click and drag to reorder.		
Consumer Loa	n Application Loans forms X	Price You Pay for Credit Loans for	orms 🗙
Signers			
Member/	Applicant KYLE KARNES	← kkarnes@cuanswers.com	
Joint/Co-	Applicant 1 MICHELLE KARNES	✓ Michelle.Karnes@email.com	
		Save Selections Populate Form	s <b>O</b>

#### Working in Lending FormFLOW

Lending FormFLOW uses the same great foundation of the Membership FormFLOW. You can easily create a checklist to request/upload documents, make documentation steps for your staff, jump out to another website, notify other team members that they have items to do, and now get loan approval in the new "Underwriting Area."



G Back	
Loan - 94650 KYLE KARNES - January 7, 2025 Type: Auto Loan Create Forms FormFLOW Documents Notes	~
Information/Document Collection To Do Action	0/2 Complete
Request Documents from your Member.  Photo ID *  Proof of Income	
Proof of Insurance Collect the following information before reaching out to the underwriting team. Credit Report(s) Members income information and references Have a complete understand of assets and debts Build your plan to submit to underwriting team. Think about how you would approve the member. If they don't qualify, what would you recommend we do to help them?	Upload Request
Underwriting To Do Action	0/2 Complete 🔨
Signing Phase Auditing Steps - Example	0/2 Complete V 0/2 Complete V

The new "Underwriting Area" creates a place where a loan officer can learn to be an underwriter. View the loan overview right inside of FormFLOW. This screen displays:

- Overview of the loan information
- Credit Reports of the Applicant or Co-Applicant
- Financial Recap data including debt ratios
- Application and Underwriting Comments from CU\*BASE

This area facilitates conversation between the loan officer and the underwriter, allowing the underwriter to ask information and approve as necessary. That conversation gets archived with the FormFLOW Summary to iDocVAULT (next to other loan documents) when all steps are complete.

Overview	Financial Recap Applic	cation Comments Underwriting Comments	Requesting Loan approval from Sari Rahal /
Application #: 94650         Applicant: KYLE R KARNES         Co-Applicant: MICHELLE E KARNES           Account #: 62652         Credit Score: 0         Credit Score: 0           Application Date: 11/11/2024         Credit Report: Not Available         Credit Report: Not Available		The share is a first state of the state of t	
Amount Requested:         \$50,000,00         Purpose:         PERSONAL A+           Payment:         \$12,69,45         Interest Rate:         18,000%           Number of Payments:         60         Collateral Description:         25 CHEVY CORVETTE           Regressment Method:         Unknown         Collateral Levalue:         55,000           Insurance:         No Insurance Selected         Tade-In:         N		Approved by Kyle Kames Sari Rahal January 7, 2025 at 7.05 PM I appove this Loan. This member is a good candidate for the \$50,000,00 loan. Next time, I would like you to pull credit so I can see the reports right here as well.	
pplicant Comments			Approved ~
No comments on file		Tag a user	
			Enter note
		-View All-	
	Comments		Add Not
Inderwriting	cation: 74134: Bureau Score: 0:*	**	

Archive Supporting Documents	$\times$
Select the documents below that you would like to archive: Select All	
Coan Officer Worksheet Applicant Credit Report	
Co-Applicant Credit Report	

After the underwriting approval is finished, staff can continue to process the loan as normal, coming back to the FormFLOW to complete any steps created by the credit union. Another new feature is the ability to archive support documents in the FormFLOW. You can also save the Loan Officer Worksheet and associated credit reports if available.



## **Configuring Lending FormFLOW**

Click on the Lending FormFLOW option under "Admin" to setup a Lending FormFLOW.

Forms Create Form View Pending eDOCSignature Request a Doc		Admin		
		Edit Templates >		
Choose Your Forms		Membership Products	sen	
Search for templates via a form group or using a keyword.		FormFLOW +	Membership	count numb
Form Group	Search using keyword	Manage Users	Lending	determine
Default Form Groups	Enter Keyword	Register Admin		🕀 Add Do

After clicking on the Lending FormFLOW, you will see all the default FormFLOWs. Change and build new FormFLOWs by selecting "Create New Configuration." If you are looking for a full guide on how to setup FormFLOWs, please reference our CU\*Forms Manual (<u>https://www.cuanswers.com/wp-content/uploads/CUForms.pdf</u>).

#### **Configuring Default Forms and Criteria-Based Forms**

With this release all FormFLOWs can add default forms to the FormFLOW outside of products for memberships and loans. You can also set up Criteria-Based forms that are only added to a FormFLOW when the corresponding check box is selected through the process. You can find the configuration for this in the FormFLOW Configuration screens.

CU <sup>*</sup> Forms	Create Form View Pending eDOCSignature Request a Doc	Admin Upload 🐥 💄 CUA999 🗸		
Back      Auto Loan      Checklist Forms Products      The forms below will be automatically selected for any FormFLOW u      Default Forms      Consumer Debt Protection		FormFLOW Settings		
	Consumer Loan Agreement	Shoreline Consumer Loans forms 🗙		
	Consumer Loan Application	Shoreline Consumer Loans forms X		
	Criteria-Based Forms			
	Has Co-Signers 🗸 Has Co-Signer	×		
	Notice to Co-Signer	Shoreline Consumer Loans forms 🗙		
	Add	Forms		

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## New CU\*BASE Form Fields Available

With this update, your credit union now has access to more form fields to make using CU\*Forms even better. These are most of the fields that we were missing to support loan applications and notes. We fully anticipated that we missed some, so please reach out to imaging@cuanswers.com if you find a field that you think we should add. Below is a full list of new fields:

- Debt Creditor Name .
- Debt Interest Rate •
- Debt - Last Payment Date
- Debt - Maturity Date
- Debt Monthly Payment •
- Debt Original Balance/Credit Limit
- Debt Owed By
- Debt Present Balance
- Debt Total Monthly Payment ٠
- Debt Total Original Balance/Credit Limit Credit Card Cash Advance Rate ٠
- Debt Total Present Balance ٠
- Debt Type

- Asset Applicant Owned By
- Asset Description
- Asset Location/Comment
- Asset Market Value
- Loan Late Charge (Full late charge description)
- Loan Application Description
- Loan Application Date
- Credit Card Balance Transfer Rate
- Credit Card Purchase Rate
- Debt Total Monthly Payment

- Debt Original Balance/Credit Limit
- Debt Total Original Balance/Credit Limit
- Loan Repayment Method
- TIS Dividend Minimum Balance
- TIS Dividend Maximum Balance
- TIS CD Minimum Balance
- TIS CD Maximum Balance
- TIS CD Term Length
- TIS CD Term Frequency
- TIS - CD Term
- Loan Applicant Comment