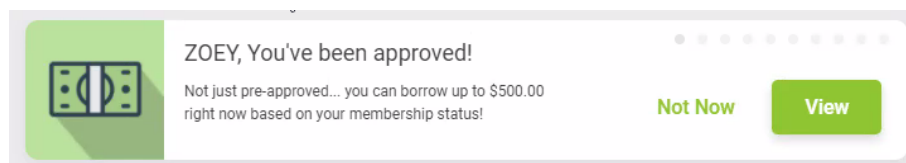# 1Click Offers
My Loans/My Way

Pre-Approved Loans with Just a Click

INTRODUCTION

Looking for new ways to expand your loan portfolio? Internet Retailer loan departments now have a way to change their games for the future! The **1Click Offers** approach signals a new marriage between your lending team, smart analytics, and computer-closed-loan (no employee needed) lending solutions.

> ZOEY, You've been approved!
> Not just pre-approved... you can borrow up to $500.00 right now based on your membership status!
>
> Not Now   View

Instead of offering yesterday's member-generated applications, you can offer pre-approved, guaranteed loan accounts to targeted members via **It's Me 247**. Take away your member's doubts about borrowing success and start guaranteeing funding with this smart Internet Retailer approach. All the member needs to do is click to accept the offer in order for the account to be opened and funds to be available.

There is no application, no credit report pull, and no underwriting. You just make the offer to members you've already qualified. Then with just a click to say, "Accept Offer," members will see a new loan in their account list and can start using the funds instantly!

Offers that are accepted by members will appear on the CU*BASE LOS lending queue (Tool #2) on a new tab so that your team can follow up with card orders, paperwork, or any other necessary follow-up tasks.

Interested in assistance with activation? Check out the CU*Answers Store at https://store.cuanswers.com/product/one-click-loans/

CONTENTS

1CLICK OFFERS "IN A NUTSHELL"

1Click Offers allow you to offer pre-approved, guaranteed loan accounts to targeted members via **It's Me 247**. Let's look at how this feature works "in a nutshell."

DEFINE YOUR FILE OF MEMBERS TO RECEIVE THE OFFER

Refer to page 11 for more details.

1Click Offers are just that, offers that members can accept with one click. They are not applications. Once the offer is made, it can only be withdrawn by using Tool #2 and deleting one individual offer at a time or by the member declining the offer.

The first step in offering 1Click Offers to members is to make a list of members to receive the offers. This may be started in various places in CU*BASE including the List Generator Tool (Tool #477). Further refinement may then be done using the Report Builder (Query) tools (Tool #100). The most important thing to note is that the first column (field) in your table (file) must be the account number.

Make a list of members who do not have a credit card (in the case of credit card offers) and work from this list. Alternatively, use other methods to create your file. (Per credit union policies and procedures, you may use the credit score history on your membership from their last loan application or account review.)

Asterisk Intelligence has a service to provide enhanced Query assistance, should it be required.

USE THE BATCH TOOL TO FLOOD YOUR MEMBERSHIPS

See page 14 for more information.

Once the file has been created, it is time to flood these memberships with the 1Click Offer. To flood the memberships, use **Tool #1340 *Configure 1Click Offers***. The batch flood allows you to enter your table name, select a loan product code, enter a disbursement limit, and add an optional fee, if desired. Only products that are credit card (Process Type of V), Line of Credit (Process Type L), or Closed-end Loans (Process Type E) are allowed with this feature. If you use the lookup, only these loan products will be presented.

You can also elect to show a banner ad in online banking (see page 24 and the first page of this booklet). Subsequent screens allow you to enter the instructions and terms and conditions text and finalize the flood.

At the time the flood is completed, two reports are printed to the printer of the person who created the flood: a list of members receiving the offer and a list of exceptions. Learn more about the reports on page 40.

MEMBER VIEWS AND ACCEPTS OFFER

See page 24 for **It's Me 247**.

Once the batch flood tool process is completed, your selected members will view the offer in **It's Me 247** at the top of their Favorite Accounts screen.

- Members who wish to adjust the 1Click Offer, for example to receive a larger disbursement limit or to add a cosigner, your loan department will need to use standard loan policies and procedures and complete a standard loan application for the member. (1Click Offers cannot be adjusted.)

When the member elects to accept the 1Click Offer (as is), they can immediately transfer money from the account. (This is if it is allowed by the loan category.) They will also see the opened account in their Favorite Accounts page. If the member elects to decline the offer, it is removed from the Favorite Accounts page. The member can also elect to wait to decide, in which case the offer remains for them to select it at a later time.

It is important to note that in the case of a credit card loan, the member does not immediately receive a credit card. The procedure for ordering of the plastic will remain unchanged and done manually by staff.

LOAN OFFICER WORKS LOS LOAN QUEUE

From the 1Click tab in the CU*BASE LOS loan queue, loan officers can see the offers available to members. If desired, they can remove the offer from the queue. Offers that have not been accepted will have a status of "waiting."

Once a member has accepted an offer, the status will change to "accepted." This will alert the loan officer that they need to "complete" the 1Click Offer and move it to the booked area of the LOS loan queue. At this time, for credit card offers, a card would also need to be ordered for the member. Other credit union policies and procedures, such as sending of additional forms would also need to be followed. (When the member accepts the 1Click Offer, the credit union can display some disclosure text. Additionally, one form can be configured to be completed by the member during the 1Click Offer process.)

REPORTING

There are several ways you can identify 1Click offers and accounts that are initiated with the 1Click Offers feature. First, as mentioned earlier in the section covering the flood, two reports are generated when the flood is created: a list of members receiving the offer and a list of exceptions. Reasons for exceptions are covered in the section on reporting.

Additional column and record changes also indicate that the offer was initiated with 1Click Offers and that a subsequent loan account was opened. Refer to this section of the booklet for more information.

FREQUENTLY ASKED QUESTIONS

What restricts the loan products that can be used with 1Click Offers?

Only loan products with loan categories that allow online disbursements and that are Process Types V (credit card), L (line of credit), or E (closed-end loan) can be used with 1Click Offers.

Additionally, the loan products used with 1Click Offers must be from a loan category that is configured to support online disbursements. Otherwise, the loan product will not appear in the listing of products on the 1Click Offers configuration screen.

Finally, 1Click offers do not support loan products with a *day of first payment* of set to 29. 30 or 31. The 1Click process will fail if the first payment or final payment falls in a month with less days (February).

Can closed end loan products that are used with 1Click Offers have collateral attached?

No, collateral is not supported by 1Click Offers. All closed-end loan offers will be unsecured loans.

Can I charge a fee for a 1Click Offer?

Yes, the configuration allows you to charge a processing fee for the loan. This money is not taken from the loan account and is not added to the loan amount. The member selects an account during that time to pay the fee. This account must be a savings or checking account.

If the member does not have the funds to pay a fee (if one is charged), the member will not be allowed to advance to accept the offer.

Are physical plastics ordered when a member accepts a 1Click offer?

No, there is no automated card ordering feature with the 1Click Offers process. If you use the feature for credit card offers, policies and procedures you put in place should include card ordering.

Is a 1Click Offer an application?

No, a 1Click Offer is not an application. It is an offer that the member can accept to immediately access funds in their account.

Where do the reports print out when I create the offers using the batch tool?

Once the batch tool is used, two reports will print to the spool file of the user that created the batch offer.

Where does the product name come from that appears in "It's Me 247?"

The product name configured in the Product Configuration (Tool #470) is presented in its entirety.

Can offers be deleted in batch?

No, currently offers cannot be deleted in batch. Each offer must be deleted individually. However, offers expired are purged monthly. (See following question.)

Can offers be set to expire?

1Click Offers are purged monthly on the second Saturday of the month. If the 1Click offer is older than 30 days old at the time of the purge, it is purged. This means that 1Click offers may not be purged for a longer period if they are not over 30 days old at the time of the purge.

Refer to the Reporting section starting on page 40 for more details on purges from the LNAP file.

We have required application forms associated with our credit card products. Why are they not appearing when we select "Print Forms" in the 1Click offer tab on Tool #2?

The *Print Forms* option in the *1Click* tab functions like **Tool #52** *Print Loan Forms*. Your loan officer will see a list of all loan forms to select (re)print. Application forms are not presented in this location since 1Click Offers are approved offers and are not applications.

How do we differentiate 1Click offers from other applications when we query the LNAP table?

1Click Offers have the following unique characteristics in the LNAP table:

- Delivery Channel is 'OL' (Online)
- 1Click offers that have not been marked as completed have status codes of 'W' (Waiting) or 'C' (Accepted).
- The approval ID is the two-digit ID of the individual who created the batch offer. (See following question.)

Another way you can differentiate these types of offers is by creating unique product codes for 1Click Offers.

Does the employee using the batch tool need to have lending or underwriting authority?

No. The approval ID of 1Click Offers is the employee who uses the batch tool to create the offers. This employee does not need to have lending or underwriting authority. The employee just needs access to the batch tool.

Can joint owners accept/reject 1Click offers? Can members that jump into an account with a 1Click offer accept/reject the offer? How will we know this is what happened?

Yes, joint owners and members who jump other accounts can accept 1Click Offers. If the member provides their **It's Me 247** credentials to another individual, that individual can perform all of the available functions in **It's Me 247**. If allowed and configured, a member can access an account they are primary or joint on without entering the login credentials for that account, by simply jumping to that account, and 1Click Offers are allowed in this status. The Login History screen shows that a membership was accessed via a "jump" session. More granular details, such as what was done during the jump session are not recorded.

Can we update the application record if the member wants a joint card or a different credit limit?

No, 1Click Offers are designed to be a specific offer to a specific member. If your member wishes to apply for a different card or credit limit, your loan officer should delete the 1Click offer and create a new application following your credit union policies and procedures.

When I viewed the checklist in Tool #2 for a 1Click loan, the checklist was blank. Why is that the case?

Checklists are configured by loan product. If the 1Click Offer does not have a check list associated with it, this means that the loan product (configured via Tool #470) does not have a checklist associated with it.

What determines the first payment date of loan created by a 1Click Offer?

When the credit card loan is created, the first payment date will always default to the 28th of the month.

For all other 1Click loans, the first payment date is configured according to two fields on the loan product configuration (Tool #470). Let's say the Loan Product Defaults screen is set as following:

| First payment date | At least 30 days from creation | ☑ | ☐ |
| Day of first payment | 15 | ☑ | ☐ |

If the member accepts the offer on October 23, then the first payment would be thirty days out and then the next 15th of the month, which would make it December 15th.

How can I provide the required disclosures to my members?

The second screen on the batch tool allows you to enter a URL the member can access when the member clicks to view their Terms and Conditions. Use this URL to deliver any necessary disclosure forms you may wish to provide your member as they accept your 1Click Offer.

How can I choose which members receive an offer?

A file is used when you use the batch tool to create your 1Click Offers. There are many routes to create this file including CU*BASE dashboards, List Generator and Query. Refer to page 11 for more information.

How can I differentiate the 1Click Offers cards in my portfolio for tracking performance?

There are multiple options for tracking 1Click Offers, depending on what works best for your credit union. These options include creating an entirely new loan category, purpose code, or security code that you will use just for your 1Click Offers. Other options include adding a custom loan field or creating a Tracker to track these special types of loan accounts.

Can we have multiple offers (different limits) at the same time?

Yes, you can run multiple 1Click Offers at the same time, with each offer having its own separate limit. This limit is entered on the first screen of the batch tool used to generate the 1Click Offers.

What tracking methods do not take 1Click Offers into account?

It is important to note that places where loan applications are counted do not count 1Click Offers. This is because 1Click Offers are not applications, they are true offers made to a member.

For example, areas that do not track 1Click Offers include: the Activity Tracking Dashboard (Activity Tracking of the LOS Loan Queue/Tool #2), the Loan Pipeline Analysis report (Tool #469), the Loan Application Analysis Report (Tool #456), and the Loan App Statistics Inquiry (Tool #455).

How can I exclude the people on the lending fraud block lists from receiving 1Click Offers?

To exclude people on the lending fraud block list from receiving your 1Click Offers, exclude the people in the Block New Loans (BLOCKLNAPP) table/file when creating the list of accounts that will be included in the offer.

Does 1-Click Offers support the requirements of the Military Lending Act (MLA)?

No, 1-Click Offers does not support MLA requirements.

- However, one credit union worked with the bureau to determine which members were impacted by the Military Lending act. They then made offers to members who were not impacted by the Act. If you need assistance facilitating file transmission to the bureau, contact Lender*VP.

MLA grants a number of protections for active duty service people and imposes specific requirements on the credit union in granting credit. At the heart of the matter is the calculation of the Military Annual Rate (MAPR) and

the disclosures required prior to or at the time of extension of credit. The act requires that a unique APR be calculated incorporating things such as fees and credit life or disability. The MAPR may not exceed 36%.

CU*Answers published a document in November of 2016 outlining the nuances of this calculation along with a flow chart for lenders to use when granting credit to active duty personnel which can be found here: https://www.cuanswers.com/wp-content/uploads/MLAWorkflowandProcedures.pdf. Also, for credit cards there are additional statement disclosures including the calculation of MAPR in the event credit life and disability would increase the rate above 36%. CU*Answers does not support this disclosure and in 2016 recommended credit unions not include the sale of credit insurance products to active duty military personnel. The 1Click Offers feature for credit cards does not allow the member to elect credit insurance products and it is not recommended that any type of application fee be assessed that may drive the MAPR above 36%.

The Act also requires certain disclosures including the following:
> *"Federal law provides important protections to members of the Armed Forces and their dependents relating to extensions of consumer credit. In general, the cost of consumer credit to a member of the Armed Forces and his or her dependent may not exceed an annual percentage rate of 36 percent. This rate must include, as applicable to the credit transaction or account: The costs associated with credit including fees for ancillary products sold in connection with the credit transaction; any application fee charged (other than certain application fees for specified credit transactions or accounts); and any participation fee charged (other than certain participation fees for a credit card account). Oral disclosures are also required which can be done in person or by providing a toll free number where the disclosure is recorded. Such disclosures can be included either in the configuration of the sales messages or providing the member with a link where the disclosure and 1-800 number can be found. The member may not complete the offer without agreeing that such disclosures have been read."*

In the event your credit union feels it may violate any of the above requirements, it is recommended that 1Click Offers be made only to those not in active duty. The active duty data element can be pulled with the consumer's soft pull credit report. You may then use this data when compiling the list of members to which you wish to make the offer, excluding any individuals with a positive active military status on their credit report.

What should I keep in mind when I have existing 1Click offers (since data from the Product Configuration is used when making the offer)?

Following are some helpful tips to keep in mind when you have existing offers:

- Do not adjust your Product Configuration when it is tied to an existing offer.
- Never delete a Product Configuration that is tied to an existing offer.

- Within the Product Configuration, be sure you configure a *Delinquency code*, a *Maximum # of payments,* and a *Frequency code* of monthly in *General Information* section and a *Del fine code*, a *Term default*, and a *Frequency code* of monthly on the *Online Banking* section.

DEFINING YOUR FILE OF MEMBERS TO RECEIVE THE OFFER

1Click Offers are just that, offers that members can accept with one click. They are not applications. In this step you create a file of pre-approved members who will receive the offer in online banking.

FORMAT OF THE FILE

The most important feature of the table is that the members' account base must be in the first column of the table.

- TIP: This format is similar to Member Connect, and you can also use this file to generate a message in the Secure Message Center to alert members that they have received this offer.

- IMPORTANT: Account base (ACCTBS) needs to be in the first position of the file.

CU*BASE TOOLS TO USE TO CREATE THE FILE

CU*BASE tools should be the foundation for data extraction and the creation of the file used for the 1Click Offers flood tool, covered in the next section of this booklet.

- There are many tools in CU*BASE that will allow you to identify a population of members that can be exported and targeted.

- Additionally, the List Generator Tool (*Tool #447 List Generator (Database/Labels)* can be used to create a customized list of members that can be used with the 1Click Offers feature.

- If no CU*BASE tool exists to identify the population of members, Report Builder (Query) tools (Tool #100) can be used to create a customized table for use with the 1Click Offers flood tool.

ADDITIONAL RESOURCES FOR CREATING THE FILE

Additional resources outside of CU*BASE exist to provide the data for the file.

- Your credit union can perform a soft pull of credit scores or other methods to measure creditworthiness and use this information to evaluate your members and build the file.

- For a credit card offer, you can evaluate members who do not have current credit cards to build your file.

- If further assistance is needed, the Asterisk Intelligence team has a customized query offering in the CU*BASE store: https://store.cuanswers.com/product/request-a-custom-query-or-report/

CONSIDERATIONS WHEN CREATING THE FILE

Once the offer is made, it can only be withdrawn by using Tool #2 and deleting one individual offer at a time. For that reason, care needs to be taken when creating the file that is used with the batch flood that creates the offers.

Some types of members that you might want to exclude from your files include accounts belonging to minors, dormant accounts, members without online banking access, members who have filed for bankruptcy, members who have elected to opt out of marketing messages, members who might qualify under the Military Loan Act (MLA), and members who never used online banking or who have not accessed online banking recently.

To exclude people on the lending fraud block list from receiving your 1Click Offers, exclude the people in the Block New Loans (BLOCKLNAPP) table/file when creating the list of accounts that will be included in the offer.

Lender*VP is always available for thoughts or configuration considerations. They are happy to assist with a one-on-one conversation for your specific credit union needs. Contact them at lendervp@cuanswers.com.

ALLOWING ONLINE LOAN DISBURSEMENTS

All loan products used in 1Click Offers must be configured for online loan disbursement. This is configured in the loan category by selecting *Audio/PC Bank* from the second loan category screen.

Suspend	Ratio	Skip	End	Delete	Payment Controls
Audio/PC Bank					

← → ↑ ❚❚ 🖶 🔗 ⓘ ? @   FR (2321) 11/24/21

On the next screen the loan category must be allow online disbursements. A minimum and maximum disbursement amount must be configured.

USING THE BATCH TOOL TO FLOOD YOUR MEMBERSHIPS WITH THE OFFER

Once you have created your table of members to receive the 1Click Offer, you are ready to create the batch flood that causes the offer to appear in **It's Me 247**.

To perform the flood, use **Tool #1340** *Configure 1Click Offers*.

Configure 1Click Offers (Tool #1340)

The screen above is used to begin the flood process. After the flood is completed, two reports are generated and sent to the print queue of the person using the batch tool and the offers will appear in the 1Click tab in the CU*BASE LOS loan queue (Tool #2).

Fill in the screen as described below.

Field Descriptions

Field Name	Description
Table name in QUERYxx for the list of member account base numbers	Enter the name of your table you created specifically for the 1Click Offer program. • Important Note: The membership number must be in the first column of this table. • To exclude people on the lending fraud block list from receiving your 1Click Offers, exclude the people in the Block New Loans (BLOCKLNAPP) table/file when creating the list of accounts that will be included in the offer.

Field Name	*Description*
Loan product code	Enter the loan product code to be used for the offer or use the lookup to find the code. • Only products that are of Process Type of V (credit cards), L (line of credit) or E (closed-end Loans (Process Type E) are allowed. If you use the lookup, only these loan products will be presented. • Additionally, the lookup will only present products with a loan category with a process type of V, L or E. • While there are indicators in the file that let you know that the account originated with a 1Click Offer, one option is to create a loan category with a specific security code or reason code that easily allows you to identify as such. • Loan products with a *day of first payment* set to 29. 30 or 31 are not supported. The 1Click process will fail if the first payment or final payment falls in a month with less days (February). • Important Note: The name of the loan product will be used in the offer the member sees in **It's Me 247**.
Disbursement limit	Enter the disbursement limit associated with the 1Click Offer. • Important Note: All offers receive the same disbursement limit. • If a member would like a different limit, your loan officer will need to follow your credit union policies and procedures and create a separate loan application for this loan. • This is a required field. For offers for closed-end loans this is the loan amount/disbursement. (The limit cannot be higher than allowed by the loan category.)
Use banner ad	Leave this field checked.
Online self-service form for signing	(Optional field) This allows you to add a form to the 1Click Offer acceptance process. Only loans configured for online banking (OL) are allowed.
Processing fee	(Optional field) Enter an optional fee the member will be charged at the time they accept the offer. (The member will select the fee account at the time they accept the offer. This must be a savings or checking account. The fee cannot be charged to a loan account or deducted from the loan amount.

Field Name	Description
Additional forms	Use this to include up to five additional forms. The form you selected in "Online self-service form for signing" will already be highlighted, indicating that you should not select it again. Only loans configured for online banking (OL) are allowed.
	• NOTE: Once the offer is flooded, no additional forms can be added. In fact, once the offers are generated, no changes can be made.
Fee G/L	Enter the G/L for the fee.
Fee transaction description	Enter the transaction description for the fee, if charged.
Default approver ID	(Only employee IDs that have been assigned the special security of "loan underwriting" will appear if the lookup is used. This special security is assigned in Tool #327.)
	Select an employee ID to be the default approver ID. When the offer is accepted, this ID will be used in the offer details file (ONECLKOFRS) and in the MEMBER5 or MEMBER6 file. It will appear in the offer details screen accessed from Tool #2.
	Otherwise, the approval ID will be the person who creates the offer.

Below is an example of the first screen filled in.

Example: 1Click Batch Screen with Fields Complete

Use Continue (Enter) to advance to the screen where you enter the terms and conditions and URL link if desired for the 1Click Offer.

Rate and Payments Closed-End Loan and Line of Credit Products) Standard view

This screen appears next if a line of credit or closed-end loan product is selected on the previous screen. On this screen enter the number of payment and interest rate of the offer. (The interest rate must fall within the range of the loan category.)

Only loans with a monthly frequency are supported.

Use Continue to advance to the screen where you enter the terms and conditions.

(Alternate view) Rate and Payments for Credit Card and Line of Credit Products

Alternatively, if the **% to use for calculating payment x.xxx (for CC and LOC)** field is used in the loan product configuration, then the alternate, view-only version of this screen is used. It includes the disbursement amount and this percent.

Only loans with a monthly frequency are supported.

Use Continue to advance to the screen where you enter the terms and conditions.

Terms and Conditions and URL

This will be the next screen from either of the previous two screens, depending on if a closed-end loan or line of credit product is entered on the first screen.

The first box markets the offer. Here you can explain that "with just a click" members can have immediate access to their funds. The maximum character limit for this field is 2,100 characters (including spaces). This field must have content for you to advance to the next screen.

The second box allows you to enter a URL to link to a website for additional instructions. The member will access this URL when viewing the Terms and Conditions page. If the member clicks the button, they will be taken to the URL entered in this field. This is an optional feature and can be left blank in order to advance to the next screen.

Since there is no spell check on this screen, it is recommended you use an external word processing software to compose your text so it can be thoroughly proofread.

If you have previously created a 1Click Offer, you can use the **Copy from Prior Batch** (F10) button. This will reveal a screen with the text you used from previous offers, that you can then adjust for this particular 1Click Offer.

1Click Batch Flood Screen with Fields Complete

Use Continue to move to the screen where you enter your final instructions.

Final Instructions Screen

This screen allows you to explain final instructions after the offer is accepted. You may include instructions to ensure they understand that they have immediate access to their funds via the Transfer feature, which will be

presented upon completion of opening the loan. (Of course, this feature is only allowed if the loan category allowed this disbursement.)

Here you may also explain the length of time the member can expect to wait before receiving their credit card, in the case of a credit card offer.

The maximum character limit for this field is 360 characters (including spaces).

As with the previous screen, it is recommended that you use an external word processing software. Again, you can use **Copy from Prior Batch** if you have already created a 1Click Offer before.

Final Instructions Screen with Field Completed

Use Continue (Enter) to move to the final batch flood screen.

Final Screen of 1Click Offers

The final batch flood screen gives you information on the number of memberships that will receive the 1Click Offer.

It also lists the number of record and errors found. These might include accounts that do not exist, memberships that have been closed, and members who have exhausted the available suffixes for the category. This error report also assists with accounts that may have been fat fingered or came in error from a third-party vendor.

From here you click **Process**. This will display a confirmation screen.

Confirmation of 1Click Offers

When you click **Add Update** (F5), two reports will print to the print queue of the person who used the batch tool. These show members who received the offer and the exceptions. See page 40 for examples of these reports.

MEMBER EXPERIENCE IN "IT'S ME 247"

MEMBER VIEWS 1CLICK OFFER ON THE ACCOUNT SUMMARY PAGE

The 1Click Offer banner ad with the personalized "You've been approved" messaging is hard to miss when the member checks their balance in **It's Me 247**.

Member Sees 1Click Offer on Favorites Page (Desktop View)

Here in the banner ad, Donna Member can click "View Offer" to see the 1Click Offer.
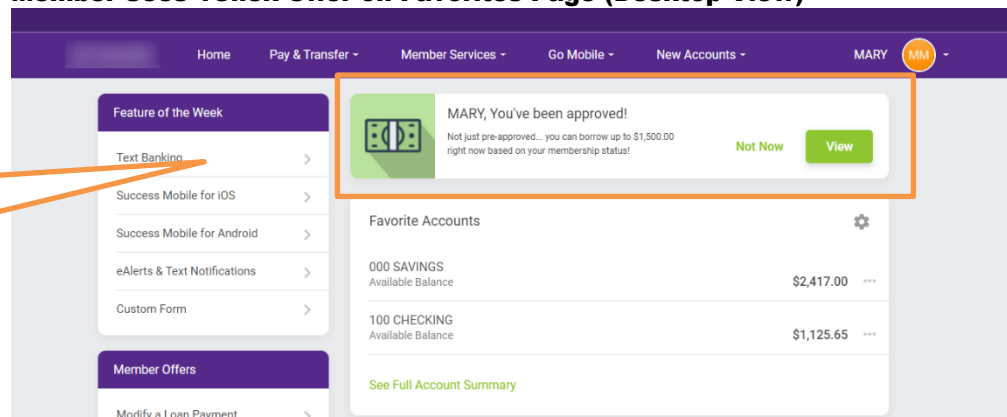
Member Sees 1Click Offer on Mobile Device
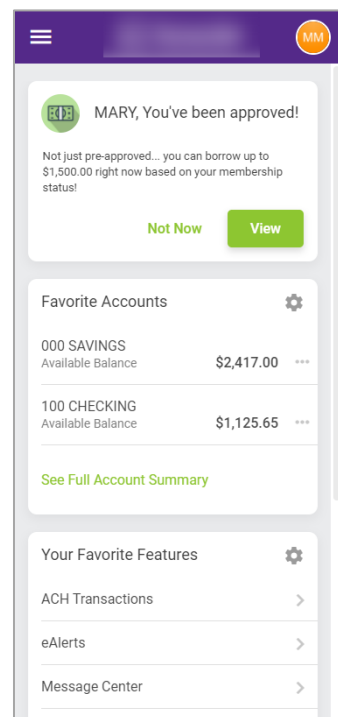
When the member clicks **View**, they are taken to the page that gives them the details of the offer.

Larger Image
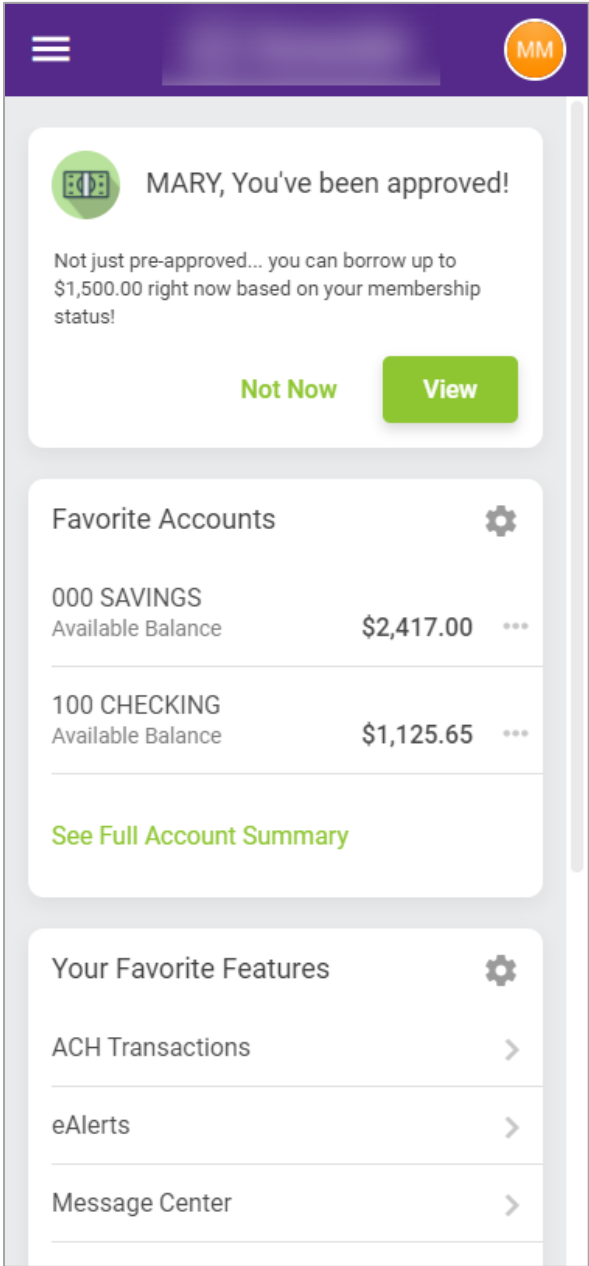
After clicking either of the **View Offer** buttons, the member is alerted again that they are already approved for the loan. On this screen they see a summary of the 1Click Offer, including name associated with the product you selected and the credit limit. If the loan is a closed-end loan, they select the account for the funds to be disbursed.

Member Views Offer

MEMBER SELECTS DEPOSIT ACCOUNT (AND IF CHARGED FEE ACCOUNT)

First they select the deposit account and the fee account if a fee is charged.

MEMBER VIEWS OFFER AND READS TERMS AND CONDITIONS

Then they click the **Terms & Conditions** to read the text you wrote in the Terms and Conditions section of the 1Click configuration.

Member Reads Terms and Conditions
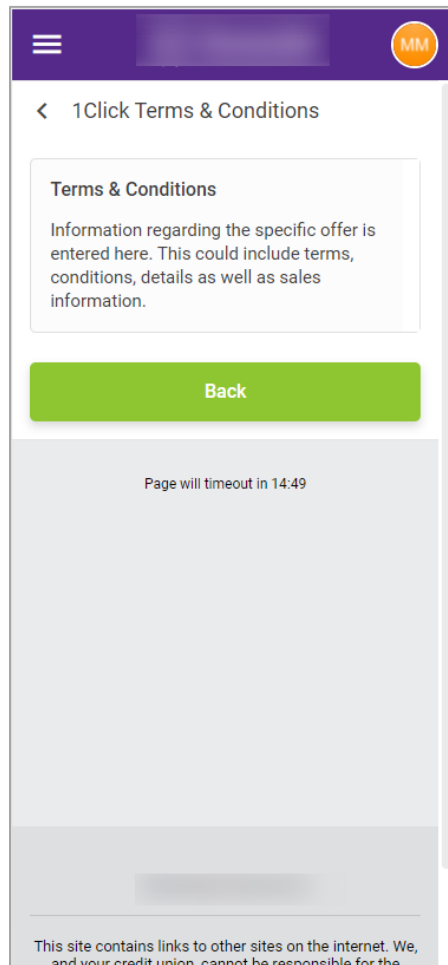
If your credit union as configured a URL in the configuration, a "More Info" button will appear on the Terms and Conditions screen allowing the member to access your separate website for the promotion. Otherwise, this button will not appear.

MEMBER ACCEPTS OFFER

A member at ABC Credit Union is ready to accept the offer and open the loan. To accept the offer, the member must indicate that she has read the terms and conditions by clicking the box in front of **I have read and agree to the Terms & Conditions of this offer**.

To begin the process of opening the loan account, the member scrolls down the page and clicks **Accept Offer**.

Member Accepts the Terms and Conditions and the Offer

If there is no form, the member is immediately alerted that the loan is opened and sees the screen following the next page (showing what happens if there is a form).

If there is a form, the member will go through the process of signing the form. (If multiple loans are used, the member will be presented a listing (shown on the next page) and will advance through them one after another.)

To advance and to accept the offer, the member must click **Submit & Continue**. Otherwise, the loan is not opened.

If your credit union uses multiple forms, all forms will be presented to the member at the start. Then they will advance through them one after another,

Multiple Forms Used
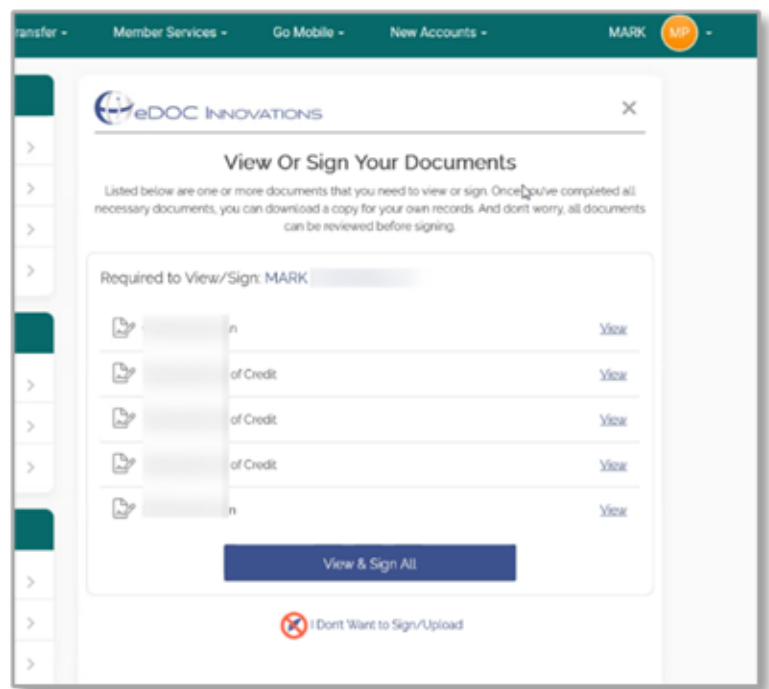
The member is then immediately alerted that the loan account has been opened. She can read the text you have written in your configuration regarding what she can expect now that the account is opened, for example that her funds are immediately available. In the case of a credit card loan, the text they read might say how long it will take for her to get her credit card.

Here we see the account in the member's Favorites page.

Member Sees the Loan Account Funds are Immediately Available

When a credit card loan is created, the first payment date is the day configured in the loan category (for the next month). For example, if the loan was created February 3rd and the loan category says the due date is always the 28th, the next due date for the loan is set to March 28th. For all other loans, the payment date is configured according to the Loan Product Defaults screen in the loan product configuration. See page 7 and the FAQ *What determines the first payment date of loan created by a 1Click Offer?* for more details.

- NOTE: The employee at ABC Credit Union will still need to follow up with ordering the card and sending any necessary paperwork. Refer to page 36 for information on where lending officers can review these accepted offers and use the LOS loan queue (Tool #2), and to mark this loan as completed to move it to the list of booked loans, following credit union policies and procedures.

Credit Card Offer

The credit card screens will not have a deposit account. If a fee is charged it is not charged to the credit card account.

Congrats, You're Approved!

Your 1Click Credit Card Offer

$2,500.00
Credit Limit

Card Name   Mastercard Gold One Click Credit Card

Processing Fee
You will incur a **$7.50** processing fee to accept this loan offer. Select an account to draw this fee from:

110 SAFE N EASY CHECKING: $520.22

☐ I have read the Terms & Conditions of this offer and agree to the above terms.

Maybe Later   Decline   Accept Offer

Page will timeout in 14:51

✓
You Opened a New Credit Card
$2,500.00

Information entered here is presented to the member after the offer is accepted and the loan is created.

Card Name   Mastercard Gold One Click Credit Card

Processing Fee   -$7.50

Page will timeout in 14:51

MEMBER DECLINES OFFER

In this scenario, the member decides that she is not interested in the 1Click Offer. First, she clicks to view the offer. Then she clicks **Decline** on the detail screen.

(In this example, the credit union did not charge a processing fee.)

Once she clicks the button the offer is removed from the Favorites page in online banking. Additionally, the offer is deleted from the LOS loan queue (Tool #2) with no further action required.

MEMBER SELECTS "NOT NOW"

The member can also select **Not Now**. In this case, the offer appears the next time she logs into online banking. (Unless a loan officer removes the offer in CU*BASE in the LOS loan queue: Tool #2).

Member Selects "Not Now"
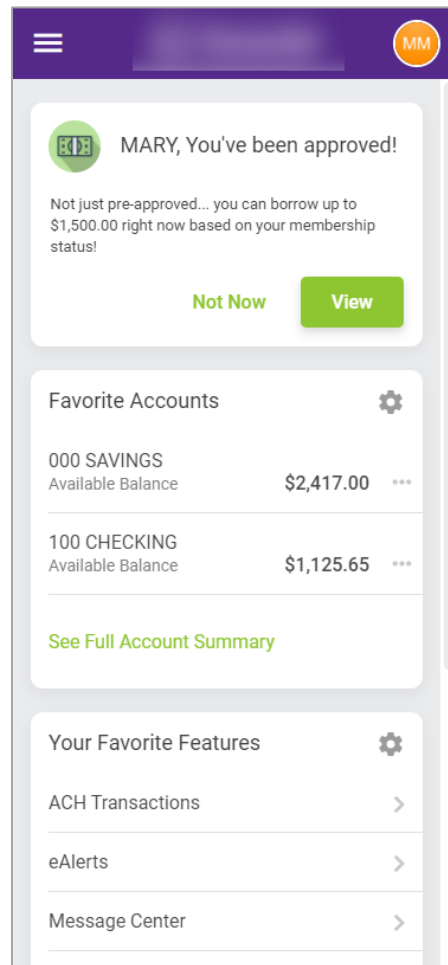
SIMULTANEOUS OFFERS PRESENTED

If ABC Credit Union gave Donna two 1Click Offers, they would both appear at the top of the Favorites page in the Member Messages area. First one would appear and then the second.

1CLICK OFFERS IN THE LOS LOAN QUEUE

Once 1Click Offers are created using the flood tool covered previously, they appear in the LOS loan queue (Tool #2). These offers are accessed by clicking the **1Click Offers** tab.

Once the tab is clicked, you see the offers generated in **Waiting** status. An **Accepted** status means that the member has accepted the offer and has created the loan account online.

All Accepted offers appear first in this list so you can work them according to your credit union policies and procedures. Then the offers are listed with the most recent offer first. (For tips on how to differentiate offers, refer to the Reporting section on page 40.)

From here you can also view a check list, perform an Account Inquiry, print forms, and delete offers.

MARKING AN ACCEPTED OFFER COMPLETED

Your loan officer uses **Mark Completed** to remove the record from this special area and move it to be shown in the regular list of booked loans.

There will be a confirmation window.

When you return to the **1Click Offers** tab, the offer will be removed from the listing.

If your loan officer attempts to mark an offer that is in a Waiting status as completed, they will see the error message below.

7600-Cannot mark until member has accepted offer.
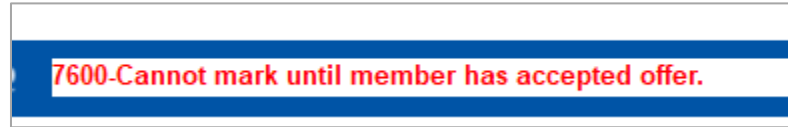
INQUIRE ON THE LOAN

To view the new loan created by the offer, select the offer and then **Account Inquiry**. Your loan officer will move to the loan detail screen. Exiting this screen will take you to the Account Inquiry screen for the member.

DELETING AN OFFER

Your loan officer can delete offers in Waiting status (W) but not Accepted (C). Below we see the messaging show if a loan officer attempts to delete an accepted offer.

7601-Accepted offers cannot be deleted.

When your loan officer deletes an offer with a waiting status, they will receive a confirmation window.
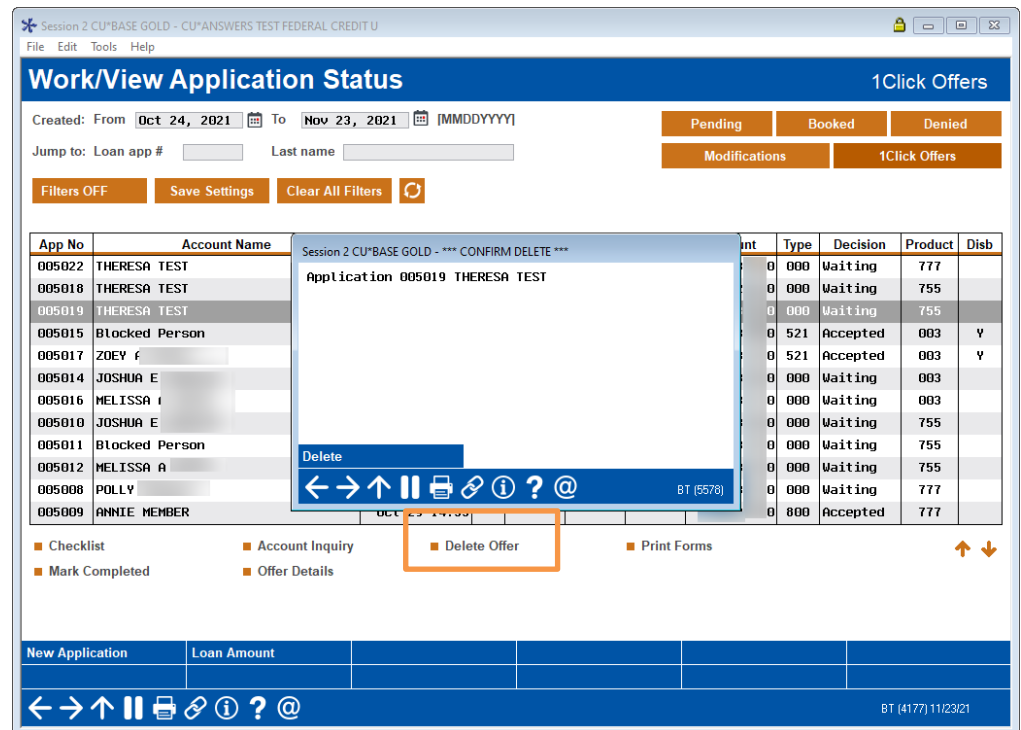
At this time, the deleted application will have a status of X like other deleted applications. (For more about table and column changes refer to the Reporting section at the end of this booklet.)

- It is important to reiterate that a 1Click Offer cannot be adjusted. If a member wants a larger disbursement limit, for example, a different application will need to be generated, following standard credit union policies and procedures. This may include pulling credit and performing underwriting.

VIEWING AN OFFER DETAILS

You can view the details of an offer by selecting the offer and then **Offer Details**.

REPORTING

REPORTS

Each time the batch feature is used, the final screen indicates the number of memberships listed in the file that will receive a 1Click Offer and the number of memberships listed in the file that will not receive the offer.

Two reports will print to the printer associated with the person who uses the batch tool

New Record Created – Waiting for Member Acceptance

```
11/22/22  10:34:07                    ABC CREDIT UNION                                ONECLKLN      PAGE     1
                                 CREATE BATCH OF 1CLICK LOAN OFFERS                              USER
                              NEW RECORDS CREATED - WAITING FOR MEMBER ACCEPTANCE
ACCOUNT BASE   PRODUCT                            FIRST NAME            LAST NAME         APP # DISBURSEMENT LIMIT  FEE AMOUNT
          55   804 ONE CLICK $1500 SIGNATURE LOAN  MARY                 MEMBER           483497          1500.00        7.50
          56   804 ONE CLICK $1500 SIGNATURE LOAN  MARY                 MEMBER           483498          1500.00        7.50
                                              ***END OF REPORT***
```

Exceptions

```
11/23/21  11:35:55                  PARTNERSHIP FINANCIAL CREDIT UNION              ONECLKLN      PAGE
                                 CREATE BATCH OF 1CLICK LOAN OFFERS                           USER
                                              EXCEPTIONS
ACCOUNT BASE   PRODUCT                         LAST NAME     EXCEPTION REASON
          50   001 1Click Unsecured Term Loan                Used all suffixes in Category range.
          70   001 1Click Unsecured Term Loan                Member record is closed.
          22   001 1Click Unsecured Term Loan                Member record is closed.
          55   001 1Click Unsecured Term Loan                Account not in MASTER file
          70   001 1Click Unsecured Term Loan                Account not in MASTER file
                                              ***END OF REPORT***
```

TABLE (FILE) AND COLUMN (FIELD) RECORDING

Refer to this section for more information on how tables (files) and columns (fields) can be used to track 1Click Offers and 1Click Offers information.

Tracking 1Click Offers by their Status in the LNAP Table

1Click Offers can be monitored by using the LNAP table just as with any loan applications. 1Click Offers, however, can be identified by these special characteristics in the LNAP file.

- When the batch is created, the 1Click Offers appears in tab in queue of 1Click offers.
    - o Decision indicator: Waiting.
    - o Status of (W)
- When the member accepts offer, the 1Click Offer continues to appear in queue of 1Click offers.
    - o Decision indicator: Accepted.
    - o Status of (C)

Tracking a 1Click Offer Once it is Booked

When the credit union employee marks the accepted offer complete in the LOS Loan Queue. The accepted offer moves to the Booked Loan tab.

- Status of (L) in the LNAP file so it appears as a normal booked loan.
- Decision: Blank.

Other Characteristics That Identify 1Click Offers

There are several other characteristics that identify 1Click Offers.

- In the LNAP table, the delivery channel for 1Click Offers is OL (for Online Offers) instead of HB used for regular online loan applications.
- The Approval ID is the two-digit ID of the individual who created the batch offer
- The Request Date and Time is stamped when a batch offer is created to help differentiate between different offers.

Do 1Click Offers Get Purged from the LNAP table?

1Click offers on the 1Click tab, including Accepted 1Click Offers are purged/not purged as follows:

- A WAITING 1Click Offer can be removed from the 1Click tab on the LOS loan queue by selecting the offer and then Delete. The DELETED offers follow standard purge rules and are removed from the LNAP file after three months.

- Offers that are ACCEPTED and marked as Completed move to the Booked tab. These loans are purged from the LOS loan queue (Tool #2) following standard rules for purging booked loans and are removed from the LNAP file after three months.

- A WAITING offer is purged monthly on the 2nd Saturday of the month. If the waiting offer is over 30 days old at the time of the purge, it is purged. This means that the offer could remain on the system longer if the purge occurred when they were only, for example, 29 days old.

Other Tables are Used with 1Click Offers

Several other tables are used with 1Click Offers. These may assist with deeper auditing measures.

- Table ONECLKOFRS records the offers made. Here are some of the columns (fields) you may find: Creation Date, Creation User, Credit Limit, Product Code and the Disclosure, and URL record ID.

- Table DISCLOSTRK records the date the member accepted the offer

- Table DISCLOSURE houses the Terms and Conditions text, the URL text, and the final instruction text