

Loan Modifications via “It’s Me 247”

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Spec Writer: Karen S. and Dawn M.

Systems Affected:

- CU*BASE
- Online Banking host
- Online/mobile Banking web UI
- Online/mobile APIs

DRAFT

Credit Unions Affected:

- All

This project creates a new feature for a credit union’s Internet Retailing arsenal: Loan Modification Requests via **It’s Me 247**. Members will be able to use a simple tool in online and mobile banking to request a modification to an existing loan to either lower their monthly payment or to pay off the loan more quickly.



Suggested content for the **Release Summary** (sales pitch, geared toward credit unions):
To be finished later; need to use an Internet Retailing slant to selling this

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Project Overview

This project contains the CU*BASE changes needed to process loan modifications requests coming from **It's Me 247**. A member will be able to request a modification to lower their payment or to pay off the loan more quickly.

The parameters controlling loan modifications will be defined as part of the loan product configuration. This includes not only if loan modifications are allowed for the product but also the minimum/maximum term allowed, payment change minimums and maximums and exclusions. If the loan product is flagged to allow loan modifications, then the loan modification feature will be available in online banking. The request is initiated from the **It's Me 247** Account Summary screen by the member indicating whether they want to pay their loan off quicker or lower their payment. The current interest rate of the loan is used along with either the requested term or payment amount to define the modification request. The member then submits the request and the loan is evaluated against the product level parameters to determine if the member loan qualifies for a modification.

Refer to MAD Team's Loan Modifications document for mockups of the flow in It's Me 247.

An optional configuration flag lets the CU decide whether or not requests should be auto-approved by the online tool, assuming all configured qualifications are met. If one or more qualifications fails, or if the CU does not allow auto-approval, then requests will appear in the lending queue (Tool #2) under a new "Self-Service Requests" tab. In addition to working existing "Pending", "Booked" or "Denied" loan requests, these new types of requests can be reviewed, approved or denied by a credit union employee.

If a request was auto-approved online, then the CU would use the queue to review the change that was made and process the necessary paperwork and forms. For requests that were not auto-approved, the CU would then review the request and either manually approve it or deny it. If approved, then the loan processes through the current refinance tool (or a modified version of the refinance tool), the appropriate loan forms are generated and the loan terms are modified.

Misc. Notes:

- Loan types eligible for this feature are...???

Can we do the auto-approval properly with Process Type V loans? Mortgages? CU can configure, but are there any conditions that we don't think we can handle in an automated fashion that we should block?

- Rates are NOT changed via the automated approval process. Only the # of payments/maturity date are actually adjusted in order to either pay off the loan more quickly or to lower the monthly payment.
- The auto-approval engine is set up to process loans with a monthly payment frequency. **If the loan has a different payment frequency...?????**

Need to understand how we will handle quarterly, bi-weekly, bi-monthly, etc.

- Since we have not always stored the loan product with the loan (in MEMBER5/6), it's possible that an older loan would not be eligible for a loan modification.
- Although loan modification requests will appear in the loan queue along with regular loan applications, the request itself is stored completely separately (separate table).
- The process that occurs with a loan modification is very similar to the existing re-finance process. The same rules for a re-finance apply to a modification.

Summary of Program Changes

The following program changes are anticipated with this project:

- Updates to loan product configuration to add the loan modification parameters – see Page 6
- Change to loan application queue (Tool #2) to store modifications and allow them to be worked by the CU – see Page 9
- Change to the existing Refi feature (Tool #507) to allow it to be used on the new requests – see Page 17
- Changes to online/mobile web banking – see Page 9
 - New UI for requesting a loan modification, conditionally displayed per the config
 - New CU*BASE component to auto-approve incoming requests based on config criteria

New CU*BASE Tables

If any new or modified tables are needed with this project, they **must turned to Bob Colburn for approval** (the sooner the better!). Remember to consider:

- EOM (E-saves)
- Purges (daily/monthly, when acct/membership is closed, etc.)
- Closed Sequence Number
- Does this obsolete an existing table?
- Stand-in (see below)

- New table (or SYSCTL?) to store loan modification configuration parameters – see Page 5
- New table to store requests made by members, including a snapshot of the loan parameters before the modification is processed:

Table Specifications

Field Name	Specifications, Comments, etc.
Request/app #	??? Not sure about this but might help to identify multiple requests from the same member – will need to think about whether we should use the LNAPP numbering scheme or use a separate one
Account base	Account base
Account type	Account suffix
Request date	Date that the modification was requested in OLB
Request status	Shows the status of the request based on whether it was auto-approved or not: C=Completed – The request has been fulfilled (either auto-approved, manually approved, or manually denied). Q=Qualified – A pending request that has met all qualifications but was not processed by the system. Awaiting review and final approval/processing by the CU. (This status is used if the CU doesn't allow auto-approval.) N=Not qualified – A pending request that has failed one or more of the qualifications.
Original Loan Terms	
Because we will be auto-approving some of the requests, we need to take a snapshot of what the loan terms were before the modifications are posted to the account. For requests that aren't auto-approved, these are essentially a picture of the current loan terms.	
Maturity date	The maturity date on the loan before the request was processed

<i>Field Name</i>	<i>Specifications, Comments, etc.</i>
Frequency	Payment frequency on the loan before the request was processed <div style="border: 1px solid red; padding: 2px; display: inline-block;">What about loans with a different payment frequency other than monthly?</div>
Payment amount	Regularly scheduled payment amount on the loan before the request was processed
# of payments	Term on the loan before the request was processed
Interest rate	Rate on the loan account (this will not change, but should record it as it's used in the payment calc)
Modified Terms	
This stores what terms the member requested via the online tool, or, if the request was auto-approved, the new terms on the loan account.	
Modified maturity date	The new calculated maturity date based on the new terms
Modified frequency	NOT SURE WHY THIS IS HERE
Modified payment	The new loan payment amount, calculated based on balance, term and interest rate
Modified # of payments	The new term in months (as entered in OLB) <div style="border: 1px solid red; padding: 2px; display: inline-block;">What about loans with a different payment frequency other than monthly?</div>

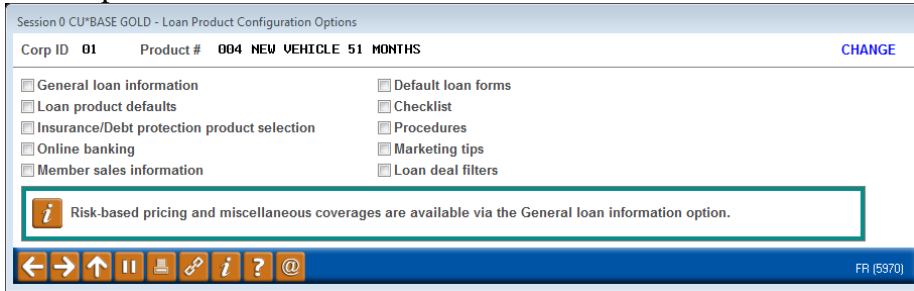
Evaluation for Stand-in Processing

Not sure, but if loan apps and other similar requests are allowed during stand-in, this should be, too

<p>Decisions that must be made if this new/enhanced feature will affect It's Me 247 online banking, CU*Talk Audio Response, or EFT (ATM/Debit/Credit card) processing in stand-in mode. Programs are PSISTAR1CL/PSIDLTFCL (copies/deletes files for stand-in).</p> <ul style="list-style-type: none"> • New feature or current feature being enhanced? • Are tables currently in stand-in for this feature? • Does this additional functionality need a master table maintenance? • Does this currently have a re-synch program in stand-in or will this require a new program? • Is this functionality needed for EFT function or strictly online banking/IVR? • Does this new/modified feature affect the member's accounts or immediate transfer ability?

Changes to Loan Product Configuration

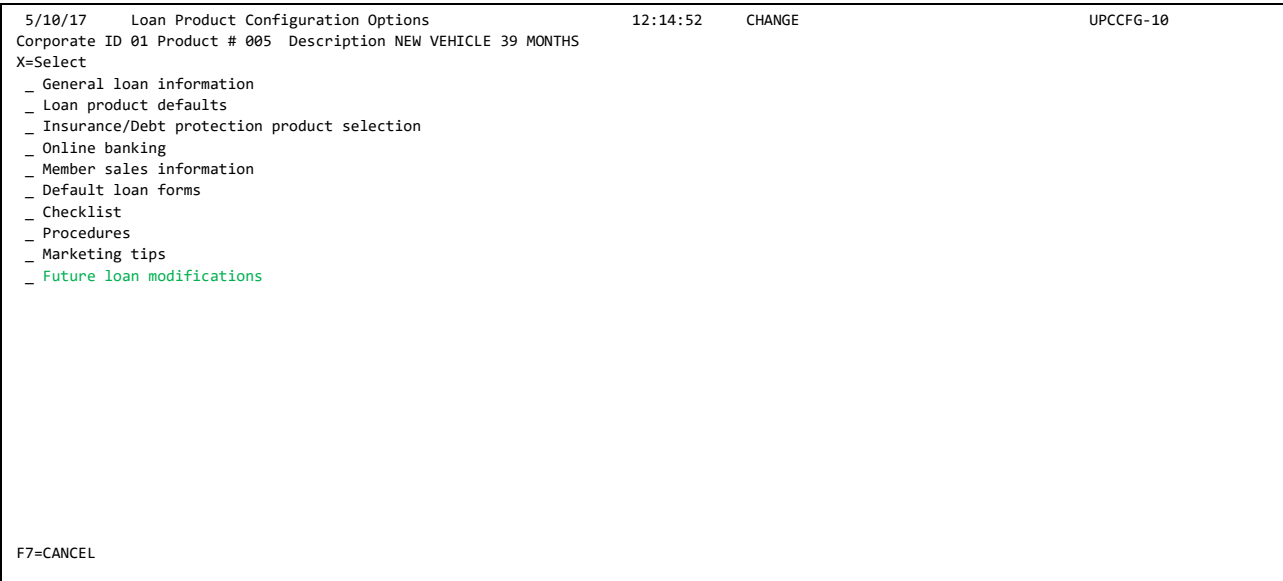
Access: Tool #470 “Loan Product Configuration” > select a product
 Program: UPCCFG/NEW
 GOLD panel: 5970/NEW



UPDATED

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- Add a new option for “Future loan modifications” as shown. A “Y” proceeds to a new screen where the parameters for loan modifications are configured.
- IMPORTANT: When an existing product is copied to create a new product on screen UPCCFG-01, be sure that the loan modification parameters are also copied.

NEW Loan Modification Parameters screen 1

```

*.....1.....2.....3.....4.....5.....6.....7.....8.....9.....0.....1.....2.....3..
1 10/01/09 Loan Modification Parameters 14:40:14 CHANGE UXXXXX-01
2 Product 005 NEW VEHICLE 39 MONTHS
3 Loan modification requests allowed in online banking N (Y/N)
4 Allow auto-approvals (process modification if qualifications are met) N (Y/N)
5 Minimum payment change amount $ 2500 Maximum payment change amount $ 50000
6 Minimum term 24 months Maximum term 72 months
7 Create tracker note on the member loan account (leave blank if no note is desired)
8 If auto-approved use Tracker type   ? and Memo type   ?
9 If pre-qualified use Tracker type   ? and Memo type   ?
10 If not qualified or denied use Tracker type   ? and Memo type   ?
11 Charge fee Y (Y/N) If qualified, processing fee 1000 OR if not qualified, application fee 1500
12 G/L account for fee 14200 ? Fee transaction description LOAN MODIFICATION
13 Exclude from auto-approval/pre-qualification (Y/N):
14 Y Delinquent 30 days or more
15 N Delinquent   times or more over life of loan
16 Y Accounts open 240 days or less
17 Y Accounts currently over limit
18 N Balance currently   % or more of available credit limit
19 Y Freeze code present
20 Y Membership designation 10 selected
21 N Credit score   or below
22 N Loan balance is less than or equal to   dollars
23
24 Last maintained 12/18/2014 by 60 EMPLOYEE NAMEHERE
25
26 F3=Backup F7=CANCEL Enter=Continue || F13=Select
27
    
```

New screen used to configure the parameters for loan modifications. When Enter is used, run edits then proceed to screen 2

DISCUSSION POINT: Are all of the exclusion parameters created equally, when it comes to auto-approving and processing the request with no CU intervention?

Specifications

Field Name	Specifications, Comments, etc.
Loan modification requests allowed in online banking	Y/N flag. Default is N. If a “Y” then loan modifications are allowed in online banking. OLB Note: This flag determines whether the modification window appears on the Account Summary screen in online banking.
Allow auto-approvals (process modification if qualifications are met)	Y/N flag. Default is N. Can be Y only if they allow loan modifications in the first place. This controls whether or not the system can automatically process the requests, assuming it passes all of the qualification requirements, with no further CU intervention needed.
Minimum payment change amount Maximum payment change amount	6.2 positions. This is the minimum and the maximum that the payment amount is permitted to change with the modification. Required (minimum can be set to .01 and maximum all 9's if desired).
Minimum term Maximum term	In months – 3 positions. This is the minimum and maximum term in months that the loan can be modified to. Required. OLB Note: These terms are checked to determine the allowed terms for the member to select.
If auto-approved (processed), create tracker note using Tracker type Memo type	Use when creating a tracker for loans meet the parameters are not auto-approved (process) via OLB. A <i>Tracker type</i> must be selected in order for a <i>Memo type</i> to be chosen. If no <i>Tracker type</i> or <i>Memo type</i> is entered, then trackers do not get created.
If pre-qualified, create tracker note using Tracker type	Use when creating a tracker for loans that meet the parameters above but are not pre-approved/processed by OLB. (This will be used only for CUs that have the auto-approve flag set to N.) A <i>Tracker type</i> must be selected in order for a <i>Memo type</i> to

Field Name	Specifications, Comments, etc.
Memo type	<p>be chosen. If no <i>Tracker type</i> or <i>Memo type</i> is entered, then trackers do not get created.</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p style="color: red;">Do we need this? What happens when they approve one of these requests, then – do we do another Tracker?</p> </div>
If not qualified or denied, create tracker note using Tracker type Memo type	<p>Use when creating a tracker for loans that do not meet the parameters above and are therefore <u>not</u> pre-approved in OLB. This same tracker type is used when a credit union employee denies the loan in CU*BASE. A <i>Tracker type</i> must be selected in order for a <i>Memo type</i> to be chosen. If no <i>Tracker type</i> or <i>Memo type</i> is entered, then trackers do not get created.</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p style="color: red;">This is confusing – at what point do we want the Tracker to be created on these? Do we create ANOTHER tracker when the employee ultimately denies it?</p> </div>
Loans to be excluded determined by status (Y/N)	<p>These Y/N fields are for exclusion criteria. Can model from ULNSKPC-02 which is the equivalent config for consumer loan skip-pays (Tool #317).</p> <ul style="list-style-type: none"> Delinquent xxx days or more Delinquent xx times or more over life of loan Accounts open xxx days or less Accounts currently over limit Balance currently xxx % or more of available credit limit Freeze code present Membership designation xx selected ← uses F13 for multi-select window Credit score xxx or below ← validate against most recent one on file in OPENDLF Loan balance is less than or equal to xxxxx dollars
Charge fee	<p>Y/N, default to N</p> <p>GOLD: Display the fields below only if <i>Charge fee</i> is checked. Host program should not do this; however, be sure to handle the settings properly should the <i>Charge fee</i> setting be changed from Y back to N (i.e., need to clear the fields, not give error messages since the user can't see the fields anymore)</p>
If qualified, processing fee xxx or if not qualified, application fee xxxx	<p>Two amount fields (5.2) – If <i>Charge fee</i>=Y must fill in at least one (but can leave the other one blank).</p>
GL account for fee	<p>5 characters, required if <i>Charge fee</i>=Y</p> <p>Include the standard lookup; edit so valid GL account is entered</p>
Fee transaction description	<p>20 characters, required if <i>Charge fee</i>=Y</p>

NEW Loan Modification Parameters screen 2

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10/01/09	Loan Modification Parameters	14:40:14	CHANGE	UXXXX-01
Product 005 NEW VEHICLE 39 MONTHS				
Sales Information				

Text if...??				

Text if...??				

F3=Backup F7=CANCEL				

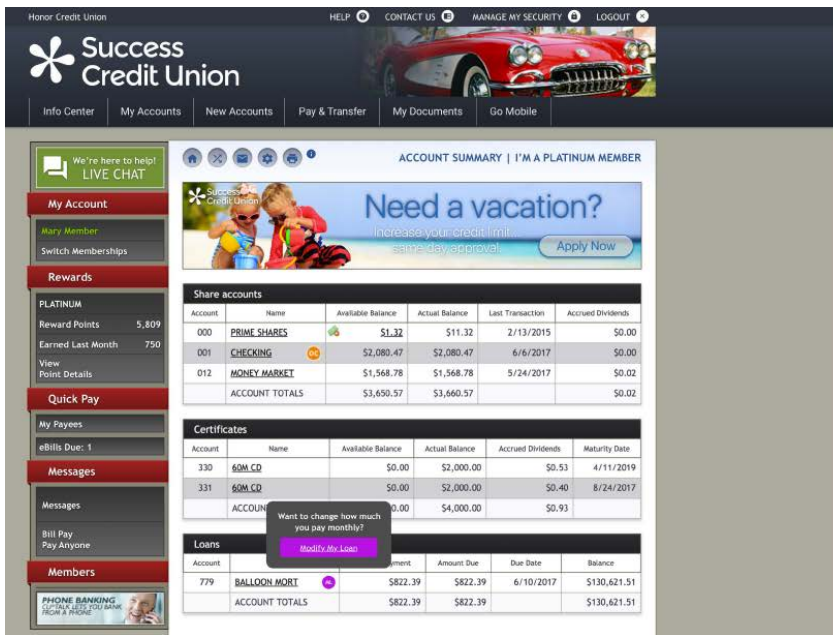
New screen used to configure the text that appears in online banking; Enter from the previous screen brings you here. No default text is needed. **Require something to be entered in all ???**

Specifications

Field Name	Specifications, Comments, etc.
Sales Information	Text entered here will appear on the Account Summary screen in online banking where the loan modification request is presented.
Text if... ??	Text entered here is presented when the loan modification is ??? in online banking. <div style="border: 2px solid red; padding: 5px; margin-top: 10px;"> <p style="color: red; text-align: center;">NOT SURE WHAT TO DO HERE – EXACTLY WHAT CONDITIONS DO WE WANT TO REPORT TO THE MEMBER? HOW MANY SPOTS DO WE NEED TO FILL WITH CU-DEFINED CONTENT IN THE UI?</p> </div>

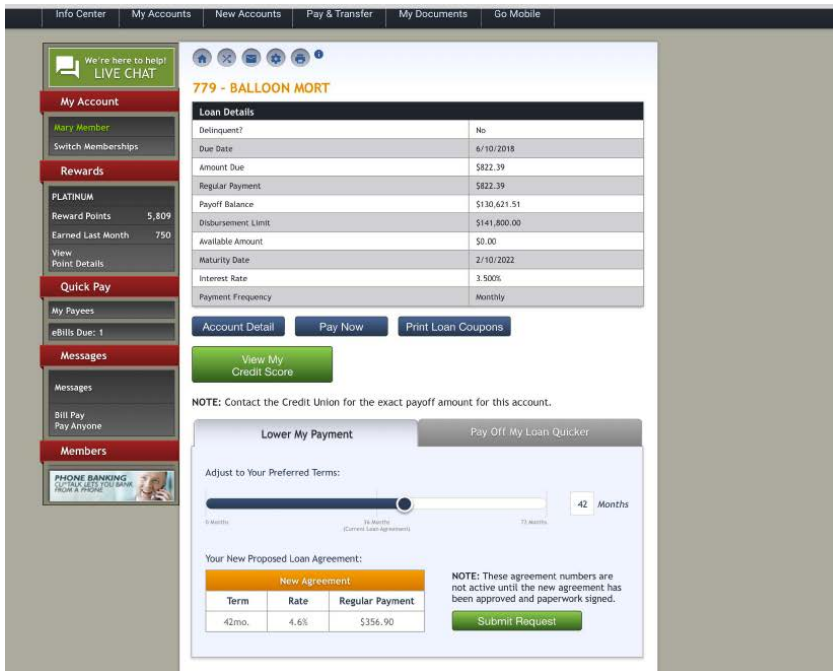
Online/Mobile Web Banking User Interface

Refer to MAD Team’s Loan Modification document attached to Track*IT for latest UI prototypes. The following are from a copy dated August 2018:



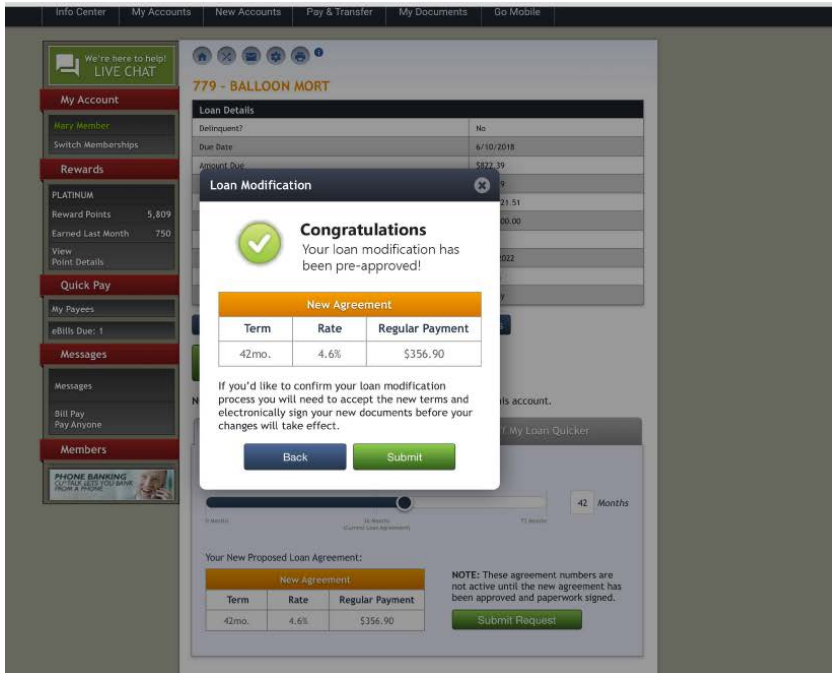
Modify Loan Puck

A small puck will be present with the loan name when that loan is made eligible to be modified. The button will open the Loan View and the member can begin requesting a modification.



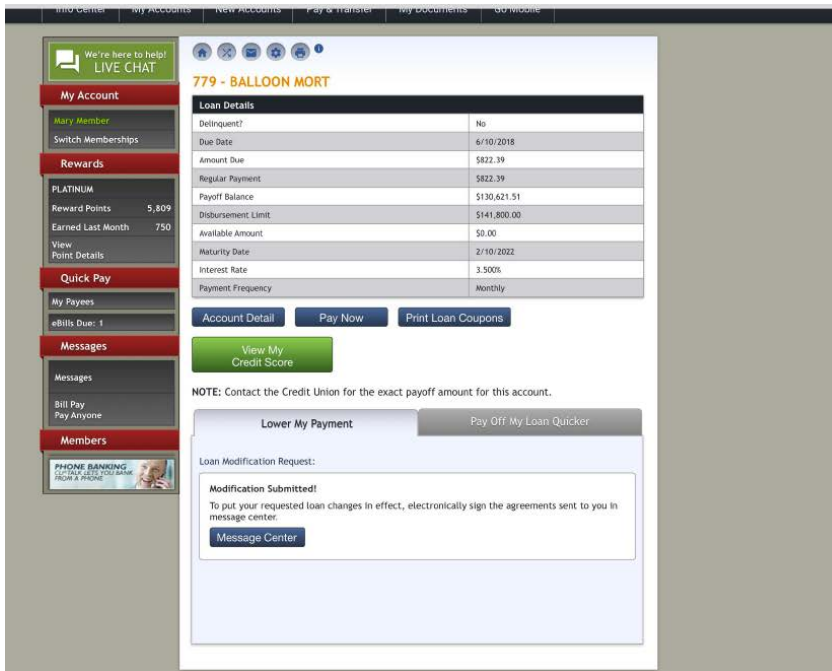
Requesting New Terms

The member can adjust the slider under the “Lower My Payment” tab to a new term duration. Based on the amount of months they want to extend to, the New Agreement box will show what their new payment would be.



Confirm

If the member is pre-approved for their modification, they will simply be notified and prompted to submit their final request.



Pending State

Once the member's changes have been submitted, the loan modification module will be in a pending state until paperwork is signed in the Message Center.

Notes:

- Loan modification window on Account Summary screen won't appear if the product does not allow loan modifications.
- Prefill the minimum and maximum term allowed OR prefill the payment amount range per the Loan Modification Parameters (pg 6).
- Slider will move in one-month increments.
- The current interest rate of the loan is used to calculate the terms of the modification request.
- If configured, fee will be requested, either for processing the modification OR for applying for the modification (one or the other is charged, not both) – **fee can be taken from any account normally eligible for withdrawals???** (member's choice)

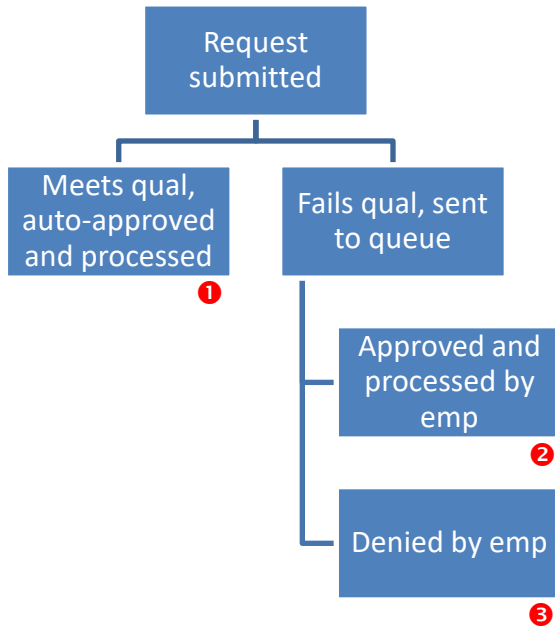
- When the modification request is submitted, the remainder of the Loan Modification Parameters are checked, and the subsequent messaging appears according to the outcome – see next page for possible outcomes.
- Credit union defined text should appear on the “loan modification request”, “pre-approved” and “need more info” windows. ??? STILL FIGURING THIS OUT
- Need to show somehow in It’s Me 247 Secure Message Center that there is something in the queue awaiting credit union review. Also show requests approved and processed?

Not sure about this – what mechanism will be used for this? What text? Do we need additional CU-defined text?

Processing the Requests

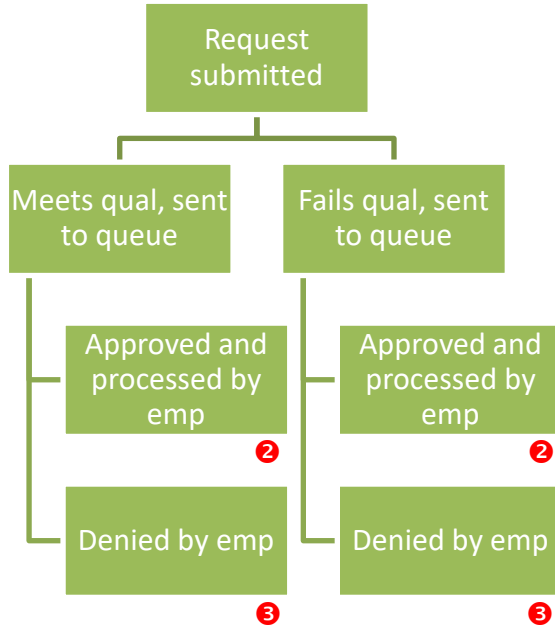
Possible Outcomes

If the CU allows auto-approvals:



1. Request meets all qualifications and is auto-approved/processed and the loan terms changed in CU*BASE (create Tracker ①)
2. Request fails one or more of the qualifications and is sent to the queue for processing
 - a. Request is approved by CU employee (create Tracker ②)
OR
 - b. Request is denied by CU employee (create Tracker ③)

If the CU does NOT allow auto-approvals:



1. Request meets all qualifications and is sent to the queue for processing, flagged as “qualified”
 - a. Request is approved by CU employee (create Tracker ②)
OR
 - b. Request is denied by CU employee (create Tracker ③)
2. Request fails one or more of the qualifications and is sent to the queue for processing
 - a. Request is approved by CU employee (create Tracker ②)
OR
 - b. Request is denied by CU employee (create Tracker ③)

Processing Steps

If auto-approvals are allowed:

If configured, allow for the modification to actually be completed via online banking (will appear in the loan queue with a status of “Completed”)

- Create a record in the new table that shows in the queue (so the CU can follow up with any paperwork, etc.). Status = C (Completed); include the “before” and “after” loan terms in the record.
- Process the loan refi the same as if done via the manual process (see Page 17) with whatever the default calculated values are
- Create tracker note ❶ (see Page 13), if configured
- ??? Send a message back to **It’s Me 247** Secure Message Center to indicate that the modification was approved and processed. ???

If auto-approvals are not allowed OR if the request fails one or more qualification:

Requests are funneled back to the queue for CU review. Will have different messaging to the member based on how the qualifications came out, and the status on the record will be

- Create a record in the new table that shows in the queue (so the CU can follow up with any paperwork, etc.). Status = Q (Qualified) or N (Not qualified); include the “before” and “after” loan terms in the record.
- ??? Send a message back to **It’s Me 247** Secure Message Center to indicate that the modification is being reviewed. ???

Creating Trackers

Do we really need all of these? Or should we just do one for the incoming request and ignore what happens to it afterward?

If a tracker type and memo type are defined on the new Loan Modifications Parameters (pg. 6), then a tracker gets created at these points in the flow:

Tracker ❶ ← Created when request is auto-approved/processed by the system
 Loan modification requested by member in online/mobile banking on xx/xx/xxxx. Request was auto-approved and has been processed.

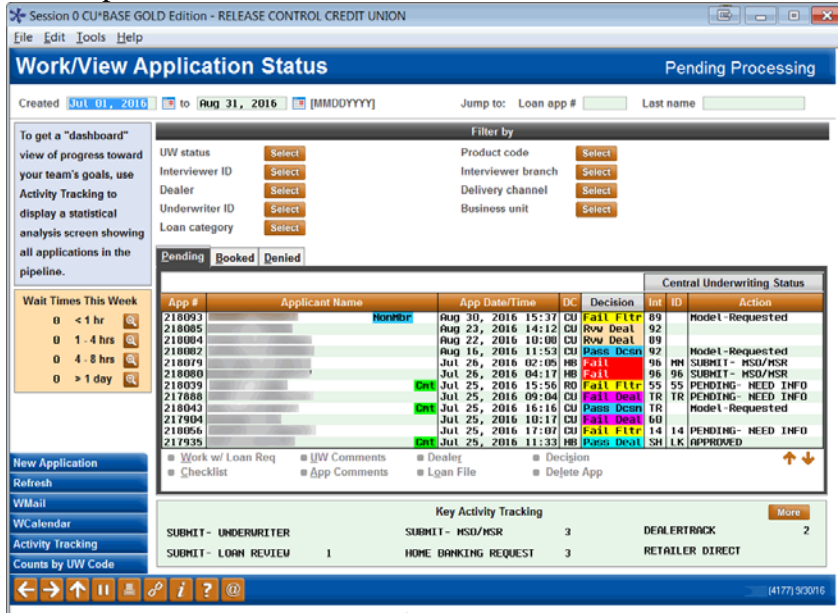
Tracker ❷ ← Created when the request is approved by a CU employee in the queue
 Loan modification requested by member in online/mobile banking on xx/xx/xxxx. Request was approved and processed by XX EMPLOYEE NAME on xx/xx/xxxx.
 Original terms: Maturity date 08/08/2020, Frequency MONTHLY, Payment 173.43, # of payments 039, Rate 19.240%.
 New terms: Maturity date 02/08/2019, Frequency MONTHLY, Payment 234.27, # of payments 022, Rate 19.240%.
 Qualification results:
 Delinquent {xx} days or more - Pass
 Delinquent {xx} times or more - Pass
 Account open {xx} days or less - Pass
 Account currently over limit - Pass
 Balance {xx} % or more of avail crdt limit - Pass
 Freeze code present - Pass
 Membership designation - Pass
 Credit score {xxx} or below - Pass
 Loan balance less than or equal to {xxxxx} - Pass

Tracker ❸ ← Created when the request is denied by a CU employee in the queue
Same as ❷ except with “Request was **denied** by XX EMPLOYEE NAME on xx/xx/xxxx.”

Changes to Work/View Loan Application Status in CU*BASE

Changes to Existing Loan Application Status Screens

Access: Tool #2 "Work/View Loan Application Status" > select a product
 Program: PEND-01
 GOLD panel: 4177



UPDATED (Booked version)

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10/17/17 Work/View Application Status 12:21:30 PEND-01
 Dt: 09172017 to 10172017 Booked Loans
 Pos: Ln Appl#: _____ Last Name: _____ UW Status: ___ selected Interviewer ID: ___ selected Dealer: ___ selected
 Underwriter ID: ___ selected Loan Category: ___ selected Product Code: ___ selected Interviewer Branch: ___ selected
 Delivery Channel: ___ selected Business Unit: ___ selected
 Wait times this week: 2 <1 hr 6 1-4 hrs 0 4-8 hrs 99 >1 day (For Wait Time Applications, click on value)

1=Display Account Inquiry 2=Checklist 4=Delete 7=Dealer 8=Decision 9=Disburse Ln
 Ln Req Sort

S	App No	Applicant Name	App Dt/Time	DC	Decision	It	ID	Account	Type	Status
_	268829	JOHN N XXXXXX	20171017	822	CU			000044444	605	Undisbursed
_	268830	REGINA L XXXXXX	20171017	826	CU Fail Fltr			000047777	778	
_	268842	JUDITH M XXXXX	20171017	946	CU Pass Dcsn			000057777	610	
_	268845	EUGENE M XXXX	20171017	954	CU Fail			000067777	790	

UPDATED (Pending version)

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10/18/17 Work/View Application Status 09:35:29 PEND-01
 Dt: 09182017 to 10182017 Pending Processing
 Pos: Ln Appl#: _____ Last Name: _____ UW Status: ___ selected Interviewer ID: ___ selected Dealer: ___ selected
 Underwriter ID: ___ selected Loan Category: ___ selected Product Code: ___ selected Interviewer Branch: ___ selected
 Delivery Channel: ___ selected Business Unit: ___ selected
 Wait times this week: 8 <1 hr 4 1-4 hrs 0 4-8 hrs 99 >1 day (For Wait Time Applications, click on value)

SUBMIT - UNDERWRITER SUBMIT - LOAN REVIEW SUBMIT - MSO/MSR
 HOME BANKING REQUEST DEALERTRACK RETAILER DIRECT

1=Work W/LR 2=Chklist 3=UW Cmts 4=Del App 5=App Cmts 6=Ln File 7=Dealer 8=Decision
 Ln Req Sort

S	App No	Applicant Name	NonMbr	Cmt	App Dt/Time	DC	Decision	It	ID	Action	Central Underwriting Status
_	268989	TAMARA L XXXXXX			20171018	554	HB Fail Fltr	TR	JL	PENDING- NEED INFO	
_	268991	CLAYTON E XXXXX	NonMbr	Cmt	20171018	806	CU Fail	LH	SV	PENDING- NEED INFO	
_	268992	SHANELL XXXXXXXX	NonMbr		20171018	827	RO	SK		Model-Requested	
_	268997	SARAH R XXXXXXXXX		Cmt	20171018	902	CU Pass Dcsn	HB	96	JL PENDING- NEED INFO	
_	269000	SARAH R XXXXXXXXX			20171018	917	HB	TR	78	DUPLICATE APPLICATIO	

UPDATED (Denied version)

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10/18/17 Work/View Application Status 09:39:28 PEND-01
 Dt: 09182017 to 10182017 Denied Processing
 Pos: Ln Appl#: _____ Last Name: _____ UW Status: ___ selected Interviewer ID: ___ selected Dealer: ___ selected
 Underwriter ID: ___ selected Loan Category: ___ selected Product Code: ___ selected Interviewer Branch: ___ selected
 Delivery Channel: ___ selected Business Unit: ___ selected
 Wait times this week: 0 <1 hr 0 1-4 hrs 0 4-8 hrs 1 >1 day (For Wait Time Applications, click on value)

1=Display Denied Loans 7=Dealer 8=Decision

Ln Req	Sort							Central Underwriting Status		
S	App No	Applicant Name	NonMbr	Cmt	App Dt/Time	DC	Decision	It	ID	Action
-	268998	FRANCIS XXXXXX			20171018 907	RO	Fail Fltr	LH	69	DENIED
-	268850	ERICA J XXXXX	NonMbr		20171017 1014	HB		BD	01	DENIED
-	268871	KATHRYN A XXXXX	NonMbr		20171017 1059	CU	Pass Dcsn	KF	01	DENIED
-	268947	KAITLYN A XXXXX			20171017 1500	RO		AR	69	DENIED
-	268831	JUSTIN M XXXXXXXXXX	NonMbr		20171017 823	RO	FailFltr	AR	SV	DENIED

With this project, all versions (tabs) of the Loan Application Status screen are revised. We are removing most of the color coding and expanding the columns in the sub-file list. It is currently a complicated screen for GOLD and we have run out of color combinations to match with the GOLD color translation tables.

Note: The tabs on the GOLD screen are actually command keys that present different data at the bottom of the screen.

- Remove color coding on the host screen except for the new **Decision** column.
- Display **Decision** as a separate column (10 positions) and spell out the decisions as appropriate – Pass Dcsn, Fail, Fail Fltr, Pass Deal, Fail Deal, Rvw Deal. This replaces the color coding on the “DC” (Delivery Channel) column used to determine the decision that displays in GOLD.

Need confirmation that we want to proceed with this part – do we like the multi-color display, or is it distracting? Can we/should we make this clearer?

- Add a column for **NonMbr**. (applies to “Denied” and “Pending” only) (Would like the color for any text in that column to still be black on bright blue like now in GOLD)
- Add a column for **Cmts**. (applies to “Pending” only) (Would like the color for any text in that column to still be black on bright green like now in GOLD)
- Add a column for **Status** (applies to “Booked” only).
- Don’t need to spell out “Click on any column heading for sorting” – use the word “Sort” on line 10 as the indicator for column sorting.
- No change to the way that suspect apps are presented.
- Add **F14=Self-service Requests** to present a new screen – see next page. GOLD Note: This is a new tab.

New Self-Service Requests Queue

NEW VERSION for reviewing Modifications in the queue

```

*.....1.....2.....3.....4.....5.....6.....7.....8.....9.....0.....1.....2.....3..
1  5/02/17      Work/View Application Status                11:07:10                PEND-01
2  04022017 to 05022017      Modifications
3  Last Name: _____ UW Status: __ selected Interviewer ID: __ selected Dealer: __ selected
4  Underwriter ID: __ selected Loan Category: __ selected Interviewer Branch: __ selected
5  Business Unit: __ selected
6
7
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9  1=Work W/Req 2=Acct Inquiry 3=UW Cmts 4=Del Req 5=Print Forms 6=Ln File 7=Dealer
10
11      Sort
12  S Reg #  Account Name                Reg Dt/Time Decision         Account  Type
13  _ 123456 JOHN N XXXXXXXX              20171017  822 Qualified         000044444 605
14  _ 111111 REGINA L XXXXXX              20171017  826                000045555 778
15  _ 222222 JUDITH M XXXXXXXX           20171017  946 Qualified         000046666 610
16  _ 333333 EUGENE M XXXXXXXX           20171017  954 Qualified         000047777 790
17  _ 444444 TIMOTHY R XXXX              20171017 1002 Qualified         000048888 612
18  _ 555555 PAUL A XXXXXXXX            20171017 1009                000058888 645
19  _ 666666 SCOTT L XXXXXX              20171017 1031 Qualified         000068888 778
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25  F1=New F5=Refresh F7=CANCEL F10=Book F11=Deny F12=Pending F14=Self-service Requests
26  || F13=Select
27
  
```

- F14=Self-service Requests** presents a new version of the PEND-01 screen as shown above. Loan modifications requested or completed in online banking to be worked by the CU display here. GOLD Note: This is a new tab.
- F17=Activity Tracking and F20=Counts by UW Code do not apply for loan modifications.
- The options for loans in “Modifications” status should mostly mirror the “Booked” status but with the following; 1=Work w/ Req (go to Page 17), 2=Acct Inquiry, 3=UW Cmts (same as for “Pending”), 4=Del Req, 5=Print Forms (go to Page 20), 6=Ln File (same as for “Pending”) and 7=Dealer (works only if a dealer link exists)
- Display the **Account Name**, **Req Dt/Time**, from online banking and **Account/Type**
- In the **Decision** column:
 - Display “Qualified” if the loan is pre-approved (loan met the qualifications per the config on page 6). Expand decision column to 12 positions if possible.
 - Display “Completed” if the loan modification was completed in OLB. Decision column is blank if loan did not qualify for a modification.
 - Show blank if the loan modification was not pre-qualified (failed one or more of the parameters)

Approving/Denying a Modification Request

Access: 1=Work W/Req from the queue

NEW Screen

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5/10/17	Loan Modification Request		13:18:49	?????-01
Account base	69999	DAVID MEMBER	Account type:	701
Loan category	98	SIGN LN -SECURE	Loan open date	5/09/2014
Modification request #	123456	Date	05/17/2017	Loan balance
				83,192.23
<u>Original terms</u>		<u>Modified terms</u>	<u>Results</u>	Request was NOT qualified
Maturity date	8/08/2020	Modified maturity date	02/08/2019	Delinquent xx days or more
				Pass
Frequency	MONTHLY	Modified frequency	MONTHLY	Delinquent xx times or more
				Pass
Payment	173.43	Modified payment	234.27	Account open xx days or less
				Pass
Number of payments	039	Number of payments	022	Account currently over limit
				Fail
Interest rate	19.240 %			Balance xx % or more of avail crdt limit
				Pass
				Freeze code present
				Pass
				Membership designation
				Pass
				Credit score xxx or below
				Pass
				Loan balance less than or equal to xxxxx
				Pass

F3=Backup F5=UW Comments F10=Approve F12=Deny

This is a new screen for reviewing the terms of the loan modification requested by the member in **It's Me 247**. No direct updates can be made on this screen.

- List the parameters used to determine if the loan qualified for the modification along with whether the loan passed or failed each parameter.

Not sure why there is a Modified frequency on here. Need to determine how we are handling loans with a payment frequency other than Monthly in any case.

- On line 5 show one of the following depending on the status. GOLD should display this prominently, perhaps in a box above the Parameter Results?
 - "Request is qualified, pending approval"
 - "Request was NOT qualified"
 - "Request was auto-approved and has been processed"
- F10=Approve** proceeds to the Loan/Open Credit Refinance screen shown on Page 18. This subsequent screen is where modification terms can be changed.
 - Key is conditional; should not display if the request was completed in OLB (Status=Completed).
 - Need to have special security tied to this so that only certain individuals can approve a modification (therefore don't need underwriting codes). If the employee ID does not have the proper security, display an error message: **Special security is required to process this approval.**

Which flag in special security should be checked? Open loans? Loan underwriting? Loan interviewer/processor?

- F12=Deny** brings up a confirmation window "This loan modification request will be denied." If confirmed, then tracker note ③ gets created, if configured (see Page 13). Change the status on the record in the queue to C=Completed.

Should we proceed through the misc. member service denials process, too? I thought these forms weren't needed, but should confirm.

Changes to the Refinance Tool

Programmer: We would like to use as much of the existing re-finance tool (PLNRF-02) as possible for processing the loan modification, whether auto-approved or approved manually via the queue.

Programmer analysis needed. The current tool may need to be tweaked in order to accept the parameters from the loan modification request.

Access: **F10=Approve** via the new queue list (also Tool #507)

Program: PLNRF-02

GOLD panel: 1247

UPDATED

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7/06/17	Loan / Open Credit Refinance	12:24:22	PLNRF-02
Account:	22222-712	Name....: MEMBER	RYAN M
Balance:	\$40,974.26	Purpose..: REAL ESTATE	
Interest due:	\$136.58	Security: REAL ESTATE	
Government int:	\$.00		
# Of Payments left:	212	Delinquency months:	
		Delinquency days..:	28
		Delinquency amount:	\$446.51
Loan Refinance Processing			
Date opened.....:	06022014	Payment frequency.....:	M
Maturity date.....:	03012035	# of payments.....:	230
First payment date:	06022014	Note number.....:	0000000
Next payment date:	06012017	Delinquency fine ID....:	4
Disbursement limit:	4593973	Delinquency fine Amt....:	1343
Payment amount....:	26862		/\
Interest rate.....:	4000	Initialize delinquency status?	
	/\	Y(yes)/N(no)	N
Loan officer.....:	32	Review date.....:	03012035
F3=Backup F5=Process Refinance			

- The terms for the modified loan should prefill here but are input-capable.
- Remove the F8=Bypass function key (awkward how it works today) and add **F3=Backup** and **F5=Process Refinance**.
- F5=Process Refinance** proceeds to the "Print Loan Forms" screen shown on page 20 where the appropriate form(s) can be selected for printing.

- The approval/refinance sends a message back to **It's Me 247** to indicate that the modification was approved and processed (Secure Message center).

Need to figure this out yet.

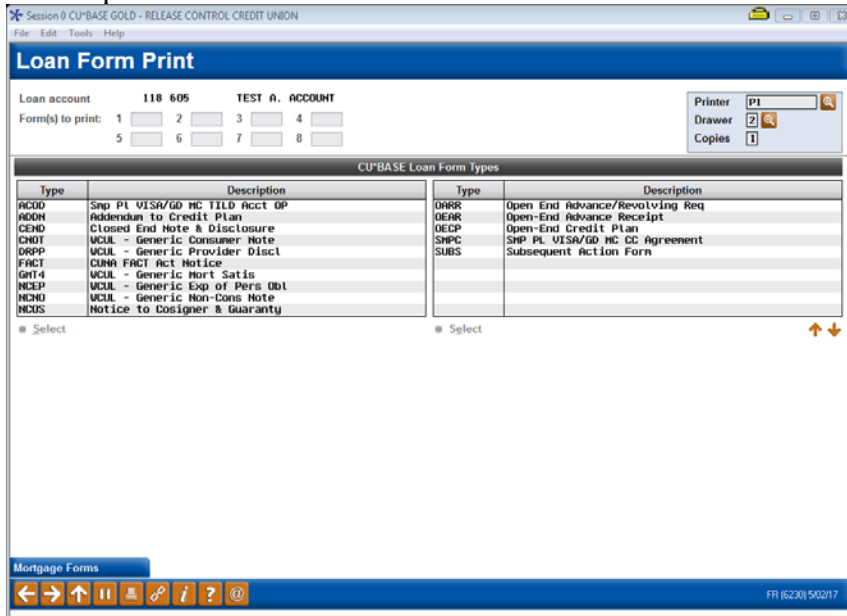
- Do we need any edits here?** (For example, info cannot be changed if not within the Loan Modification Parameters??)
- Any other processes that occur with an existing re-finance need to happen. For example, incrementing the “refinance count” on MEMBER5/MEMBER6. **Programmer review needed.**
- Create Tracker ② (see Page 13) if configured
- Change the status on the record in the queue to C=Completed

Printing Forms for Loan Modifications

Access: **5=Print Forms** on the loan queue or **F5=Process Refinance** on the loan modification request screen (currently accessed also via Tool #52)

Program: PLNFRM-01

GOLD panel: 6230



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5/02/17                Loan Form Print                11:26:03
                                PLNFRM-01
Loan Account      118 605  TEST A. ACCOUNT

Printer ID P1_____ ?   Drawer 2 ?   Copies 1
Form(s) to Print  1 ___ 2 ___ 3 ___ 4 ___
                  5 ___ 6 ___ 7 ___ 8 ___

                CU*BASE - Loan Form Types -
Type  Description                                Type  Description
ACOD  Smp Pl VISA/GD MC TILD Acct OP              OARR  Open End Advance/Revolving Req
ADDN  Addendum to Credit Plan                      OEAR  Open-End Advance Receipt
CEND  Closed End Note & Disclosure                 OECP  Open-End Credit Plan
CNOT  WCUL - Generic Consumer Note                 SMPC  SMP PL VISA/GD MC CC Agreement
DRPP  WCUL - Generic Provider Discl                SUBS  Subsequent Action Form
FACT  CUNA FACT Act Notice
GMT4  WCUL - Generic Mort Satis
NCEP  WCUL - Generic Exp of Pers Obl
NCNO  WCUL - Generic Non-Cons Note
NCOS  Notice to Cosigner & Guaranty

                                                Bottom

Cmd/3-Backup      Cmd/9-Mortgage Forms

                                                +
    
```

No changes. Note: The form that the CU uses for loan modifications will need to be set up via the normal process of creating custom loan forms.

Tool Changes

Tool changes are handled by the Writing Team with the release. **Programmer: Please notify the Writing Team of the program call and any parameter required to launch the program (s).**

NONE