Loan Modifications via “It’s Me 247”

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

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>
<thead>
<tr>
<th>Field Name</th>
<th>Specifications, Comments, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request/app #</td>
<td>??? 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</td>
</tr>
<tr>
<td>Account base</td>
<td>Account base</td>
</tr>
<tr>
<td>Account type</td>
<td>Account suffix</td>
</tr>
<tr>
<td>Request date</td>
<td>Date that the modification was requested in OLB</td>
</tr>
<tr>
<td>Request status</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maturity date</td>
<td>The maturity date on the loan before the request was processed</td>
</tr>
<tr>
<td>Field Name</td>
<td>Specifications, Comments, etc.</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Frequency</td>
<td>Payment frequency on the loan before the request was processed</td>
</tr>
<tr>
<td></td>
<td><strong>What about loans with a different payment frequency other than monthly?</strong></td>
</tr>
<tr>
<td>Payment amount</td>
<td>Regularly scheduled payment amount on the loan before the request was processed</td>
</tr>
<tr>
<td># of payments</td>
<td>Term on the loan before the request was processed</td>
</tr>
<tr>
<td>Interest rate</td>
<td>Rate on the loan account (this will not change, but should record it as it’s used in the payment calc)</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Modified maturity date</th>
<th>The new calculated maturity date based on the new terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modified frequency</td>
<td><strong>NOT SURE WHY THIS IS HERE</strong></td>
</tr>
<tr>
<td>Modified payment</td>
<td>The new loan payment amount, calculated based on balance, term and interest rate</td>
</tr>
<tr>
<td>Modified # of payments</td>
<td>The new term in months (as entered in OLB)</td>
</tr>
</tbody>
</table>

**Evaluation for Stand-in Processing**

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

**Decisions that must be made if this new/enhanced feature will affect It’s Me 24/7 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).**

- 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

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

**UPDATED**

- 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.

```
5/10/17 Loan Product Configuration Options 12:14:52 CHANGE UPCCFG-10
Corporate ID 01 Product # 005 Description NEW VEHICLE 39 MONTHS
X=Select
  - General loan information
  - Loan product defaults
  - Insurance/Debt protection product selection
  - Online banking
  - Member sales information
  - Default loan forms
  - Checklist
  - Procedures
  - Marketing tips
  - Future loan modifications

F7=CANCEL
```
NEW Loan Modification Parameters screen 1

10/01/09 Loan Modification Parameters 14:40:14 CHANGE UXXXXX-01

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Specifications, Comments, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan modification requests allowed in online banking</td>
<td>Y/N flag. Default is N. If a “Y” then loan modifications are allowed in online banking.</td>
</tr>
<tr>
<td>Allow auto-approvals (process modification if qualifications are met)</td>
<td>Y/N flag. Default is N. Can be Y only if they allow loan modifications in the first place.</td>
</tr>
<tr>
<td>Minimum payment change amount</td>
<td>6.2 positions. This is the minimum and the maximum that the payment amount is permitted to change.</td>
</tr>
<tr>
<td>Minimum term Maximum term term</td>
<td>In months – 3 positions. This is the minimum and maximum term in months that the loan can be modified to.</td>
</tr>
<tr>
<td>If auto-approved (processed), create tracker note using Tracker type</td>
<td>Use when creating a tracker for loans meet the parameters are not auto-approved (process) via OLB.</td>
</tr>
<tr>
<td>If pre-qualified, create tracker note using Tracker type</td>
<td>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.)</td>
</tr>
</tbody>
</table>

□ 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?
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Specifications, Comments, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memo type</td>
<td>be chosen. If no Tracker type or Memo type is entered, then trackers do not get created.</td>
</tr>
</tbody>
</table>

**If not qualified or denied, create tracker note using**

Tracker type

Memo type

Use when creating a tracker for loans that do not meet the parameters above and are therefore not pre-approved in OLB. This same tracker type is used when a credit union employee denies the loan in CU*BASE. A Tracker type must be selected in order for a Memo type to be chosen. If no Tracker type or Memo type is entered, then trackers do not get created.

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?

**Loans to be excluded determined by status (Y/N)**

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).

- 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**

Y/N, default to N

GOLD: Display the fields below only if Charge fee is checked. **Host program should not do this**; however, be sure to handle the settings properly should the Charge fee 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)

If qualified, processing fee xxx or if not qualified, application fee xxxx

Two amount fields (5.2) – If Charge fee=Y must fill in at least one (but can leave the other one blank).

**GL account for fee**

5 characters, required if Charge fee=Y

Include the standard lookup; edit so valid GL account is entered

**Fee transaction description**

20 characters, required if Charge fee=Y
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

<table>
<thead>
<tr>
<th><strong>Field Name</strong></th>
<th><strong>Specifications, Comments, etc.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Information</td>
<td>Text entered here will appear on the Account Summary screen in online banking where the loan modification request is presented.</td>
</tr>
<tr>
<td><strong>Text if... ??</strong></td>
<td>Text entered here is presented when the loan modification is ??? in online banking. 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?</td>
</tr>
</tbody>
</table>
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.
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)

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.
• 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?
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 send 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 (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 1 ← 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 2 ← 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 3 ← Created when the request is denied by a CU employee in the queue
Same as 2 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

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

UPDATED (Booked version)

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
Underwriter ID: ___ selected Loan Category: ___ selected Product Code: ___ 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

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)

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
Underwriter ID: ___ selected Loan Category: ___ selected Product Code: ___ 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

S  App No Applicant Name            NonMbr Cmt App Dt/Time   DC Decision   It ID Action______________
_ 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 Dscn  HB 96 JL PENDING- NEED INFO
_ 269000 SARAH R XXXXXXXXX                    20171018  917 HB            TR 78 DUPLICATE APPLICATIO

Loan Modifications in It's Me  Project Requirements  14 of 21
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.

\textit{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 \textbf{Decision} column.
- Display \textbf{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 \textbf{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 \textbf{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 \textbf{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 \textbf{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

*...*...2*...3*...4*...5*...6*...7*...8*...9*...0*...1*...2*...3*...*...

<table>
<thead>
<tr>
<th>5/02/17</th>
<th>Work/View Application Status</th>
<th>11:07:10</th>
<th>PEND-01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work/View Application Status</td>
<td>11:07:10</td>
<td>PEND-01</td>
<td></td>
</tr>
</tbody>
</table>

5/02/2017 to 05/02/2017 Modifications

- Last Name: _____________
- UW Status: __
- selected
- Interviewer ID: __ selected
- Dealer: __ selected
- Underwriter ID: __ selected
- Loan Category: __ selected
- Interviewer Branch: __ selected
- Business Unit: __ selected

### 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

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 ☐ 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

☐ 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 📊 (see Page 13) if configured

☐ Change the status on the record in the queue to C=Completed
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