



Lender*VP

Deposit Secured Loans

*Allow Automated Share, Share Draft, and CD Secured Loans
Online*

INSIDE THIS GUIDE:

This guide describes how you can now give members (with deposits in their qualifying share, share draft, or CD sub accounts) the same YES online that you would in person.

Last Revision date: May 20, 2025

Find other Reference Materials page on our website: <https://www.cuanswers.com/resources/doc/cubase-reference/>

Start your online help journey here:
<https://help.cubase.org/cubase/Welcome.htm>

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The CU*Answers Lender*VP team is here to assist at any time. Find us, contact us, and learn more via [The Store](#) | [The Website](#) | [Email](#)

“In a Nutshell”

This section of the booklet covers a summary of Deposit Secured loans.

What is a Deposit Secured Loan?

Let’s say one of your members calls you on the phone, and she has a \$10,000 regular CD with four years to go on the term. She needs the money now but doesn’t want to close out the CD and pay the penalty. This is a great time to talk about CD Secured Loans with the member.

Or with a Share Secured loan or Share Draft Secured Loan, the member has a higher balance on their savings or checking account, and they want a loan (lower than that balance) that they can pay off with monthly payments. This is a great time to talk to them about a Share or Share Draft Secured Loan.

How long would it take you to say YES to a Deposit Secured loan secured by that CD, share draft, or share account? Would you make the member fill out a lengthy app, run a credit check, wait for an underwriter’s approval...or would you just say YES and open the account right then?

With Deposit Secured loan offers, you can now give members the same YES online that you would in person. These are low-risk loans you can offer directly to members via **It’s Me 247** online banking, with no underwriting, no credit check, and no need for your underwriters even to get involved.

- See page 5 or a list of frequently asked questions (FAQ)
- See page 10 for scenarios of how CD Secured loans work.

Who is Eligible for a Deposit Secured Loan?

Anyone in an individual membership (MI) that has an account attached to a configured product is able to take advantage of a Deposit Secured loan offer. Business memberships utilizing the MO membership type are not eligible at this time.

The Member Experience

- See page 12 for pictures of the member’s experience.

With Deposit Secured loans, when the member’s savings, checking, or certificate account falls within certain credit union parameters, the member logs in to **It’s Me 247**, chooses an amount and payment plan. With a click, the loan account is automatically opened, and the funds are automatically disbursed into the member’s savings or checking accounts. A pledged share record is set up to secure the savings, checking, or CD funds as collateral on the loan account.

Configuring a Deposit Secured Loan

- See page 24 for more information.

With CD Secured loans, you get to decide which CD types can be used as security and can even set up a processing fee that will be charged at the time the loan is opened.

With Share and Share Draft Secured loans, you get to decide which savings and checking dividend types can be used as security and also get to set up a processing fee that will be charged at the time the loan is opened.

Currently, only closed-end loans are available.

Getting Loan Forms Ready

- See page 30 for more information.

You can request that a custom form (including different ones for your share, share draft and certificate offers), for example your promissory note, be presented to the member when they submit their request. When the last signature is added, the new loan is then created. This new presentation requires that you reprogram your promissory note for online presentation in the OL (online) format. Reach out the Lender*VP forms to get started at lendervpforms@cuanswers.com.

Working the LOS Loan Queue in CU*BASE

- See page 31 for more information.

Deposit Secured loans appear in the booked loan section of the CU*BASE LOS loan queue (**Tool #2**). All your team needs to do is handle any follow-up paperwork you want for your records.

If the member failed to complete the Deposit Secured loan process—for example, does not sign the form—then the member's request will appear in the Pending section of the loan queue for follow-up.

Frequently Asked Questions

How does the freeze on Deposit Secured loans work?

For all types of secured loans, the funds record for the amount of the loan is attached to the secured account when a loan is created (either CD, share draft, or share account).

For CD-secured loans, this record is set to last the life of the loan and the secured funds are not released until the loan is paid off. If a member makes monthly payments on the CD-secured loan, the secured amount is not lowered.

However, for a share- or share draft-secured loan, the secured amount is gradually released as loan payments are made, which matches the default behavior when pledged share records are created by a CU employee in CU*BASE.

A credit union employee can change this setting on the loan by manually using **Tool #51 Miscellaneous Loan Maintenance**, then *Pledged Shares*.

What determines the term for Deposit Secured Loans?

- The **maximum term of a CD Secured loan** is determined by the remaining term of the Certificate used to secure the loan (i.e., the number of months remaining until the maturity date).
- The **maximum term of a Share Secured or Share Draft loan** is determined by the term established in the loan product (in the General Information screen).

What determines the rate and amount of a Deposit Secured loan?

The CD, Share Draft, or Share loan configuration screens allow you to offer the member any **rate** equal to or greater than the current certificate or savings/checking product rate. *There is no check on your general rate tolerance settings when configuring a CD Secured loan product.* If the certificate rate is tiered, then the member will be offered a different rate on their loan depending on the rate of their certificate. This also applied to a Share Secured loan. If the savings account is tiered, this will affect the rate accordingly.

The **amount the member can borrow** for a CD or Share Secured loan is limited to the balance of the certificate/savings/checking account minus any amount that is secured, for example for another CD Secured loan. There is no minimum loan amount. Members can borrow as little as \$1.00.

- NOTE: This amount could potentially exceed the amount allowed by the loan category, as the system only looks at the CD/savings/checking account itself for the maximum.

For Share and Share Draft Secured Loans, any other miscellaneous holds would also be considered, for example, a hold on a debit card.

Can we charge a fee for the Deposit Secured loans service?

Yes. A processing fee can be charged when the member opens the loan. The fee must come from a savings or checking account and cannot come from the new loan account. *Your credit union can even elect not to charge an increased interest rate on the loan and simply earn money on your loans with these fees.*

If a member does not complete the process to open the loan (for example fails to complete a required promissory note), a loan application is created and is sent to the loan queue. The processing fee is not charged for this loan application.

This fee is configured in the CD, Share Draft, or Share Secured Loans configuration.

Are there any restrictions on the Certificate Types, Dividend Types, or Loan Products that can be used with Deposit Secured Loans?

Certificate types or Dividend Applications that are Health Savings Accounts (HSAs) or IRAs cannot be set up as CD/Share Secured loans. Escrow accounts cannot be set up as Share Secured Loans.

Only Installment closed-end loans can be selected when configuring Deposit Secured Loans. Mortgages and open-end loans cannot be selected.

What determines the loan settings (such as security code and purpose code) of a Deposit Secured loan?

Most settings of the CD Secured loan are determined by the loan product used in the CD or Secured Loan configuration, accessed from the Certificate configuration.

Most settings of a Share or Share Draft Secured loan are determined by the loan product used in the Share or Share Draft Secured Loan configuration, accessed from the Savings or Checking Dividend Application.

If the member takes the full value of the secured CD, savings, or checking account, is it possible for them to later have available funds in that account?

Since dividends may be paid after the loan is created, it is possible for the member still to have available funds in their account after they pledge the full amount towards the loan.

What risks need to be evaluated when using Deposit Secured Loans?

Certain controls that may be used by a lender, or even by **It's Me 247** when a member submits a loan application, are not evaluated by the system-generated Deposit Secured loans.

If a member has access to online banking, a PIB profile that allows loan applications, and has a certificate of a Certificate Type/Dividend Application that allows CD/Share Secured loans, that member can open a CD/Share Secured loan online, up to the available funds on that CD/savings/checking account.

- Deposit Secured loans do not evaluate against membership level settings, such as the age of the member, the date the membership was opened, the Membership Designation, etc.
- Deposit Secured loans do not evaluate the age of the account, or the source of funds used to create the certificate or savings/checking account. Without controls, it is possible that a member could borrow against a certificate, savings, or checking account where the opening deposit has not yet cleared.
- Membership Comments, that may be available to a lender evaluating a loan application are not evaluated by the system to determine whether a loan should be given to a member.
- Since no credit score is pulled for the member, this also is not used to evaluate whether the member should be able to open the loan.
- There is no validation that the member receives any monthly income if monthly payments are a repayment choice. The member simply needs to have the certificate funds or savings funds available.

- **For Share Secured loans**, the credit union will need to consider whether to make their base share apply to this feature. Additionally, there is the additional risk of recurring transactions on ATM or Debit cards.

What methods can your credit union use to mitigate the risk of Deposit Secured loans?

Some methods your credit union may use to mitigate the risks include:

- Your credit union may restrict a member from opening these loans online by restricting the member from having online banking access.
- Your credit union may opt to make a special certificate product or savings product for Deposit Secured Loans and limit those members who may open these types of accounts.
- Your credit union may wish to consider the range of balances for your accounts by querying the MEMBER1/MEMBER2/MEMBER3 table(s) before activating the feature for a particular savings, checking, or certificate product.
- Your credit union may limit members from opening a loan online by using the membership-level controls of Personal Internet Branch (PIB), accessed in Member Personal Banker. Unchecking the “Apply for Loan” box blocks the member from opening a loan online. *NOTE: This blocks the member from opening any loan online; it does not apply just to Deposit Secured loans.*
 - *If your credit union allows members to adjust their PIB profiles themselves, you can elect to turn off this feature on a membership-by-membership basis.*
 - *Additionally, it is a good practice to evaluate this change periodically. For example, if a member is no longer a minor, you may wish to check this setting to allow the member to then open loans online.*

What will happen if the member asks a credit union employee to redeem a portion or all of the secured certificate for the Deposit Secured loan?

If the employee attempts to redeem all a secured CD account, or a partial amount in excess of the available balance, error messages will appear, and the employee will be prevented from making the transaction.

A credit union employee can lower the amount of the security on the loan manually by using **Tool #51 Miscellaneous Loan Maintenance**, then *Pledged Shares*.

Do Deposit Secured loans require that joint owners sign documents? Does either evaluate loans against community or marital property laws?

No. Secured loans look do not look at joint owners, community property, or marital property laws. The loan documents will not require, ask for, or accept a second signature. Your credit union may wish to review your CD/Member/Loan or Share/Member/Loan Documentation to ensure they are still in compliance with the product. You may decide to use a unique certificate type for CD Secured loan products or a unique dividend application for your Share or Share Draft Secured loan products.

Can a member take out more than one Deposit Secured loan?

In cases where a member has multiple certificates, savings, or checking accounts), each sub account that qualifies is able to be used to secure a Deposit Secured loan. Additionally, the member is allowed to open multiple small balance loans against an account with a larger balance. The number of loans is limited by the number of loan suffixes allowed per loan category.

With Deposit Secured Loans, do members sign a promissory note before the loan is funded? What happens if they do not sign the form?

Yes, if an online note is programmed in CBX, it will be presented to and signed digitally prior to the loan funding. If the member cancels out and does not sign the form, the loan will not be created. Instead, the system will submit a loan application to be worked in the LOS Loan Queue (**Tool #2**).

Deposit Secured loans do require special loan forms specifically coded for this type of offer. Your standard loan forms cannot be used with this feature without the special coding.

- If you are anxious to get going and use this feature, however, the form is not required to use the feature. Deposit Secured loans have the flexibility to allow you to move forward without a required form (for example, while your form is programmed by Lender*VP forms). If you select this option, you will just need to work into your credit union policies and procedures steps to ensure appropriate promissory notes or other forms are signed and returned by the member.

How does the member access Deposit Secured Loans?

Unlike 1Click loan offers, a member message will not appear at the top of the home page for Deposit Secured loan offers. Instead, members will see a new option on the contextual menu when they click on any eligible CD, checking, or savings account. You can label this anything you like, such as *Borrow on your savings account* or *Borrow from my Certificate*.

Why might a member not be able to open a Deposit Secured Loan?

A member might not see any accounts in the listing to open a loan for the following reasons:

- They do not have any accounts that qualify for a Deposit Secured loan.
- There are not any funds available for the loan because they are already secured, either for another Deposit Secured loan or for other reasons.
- The member has exhausted the number of loan suffixes available for the loan category.
- The certificate has matured. (Applies to CD Secured loans only.)
- The member's PIB settings do not allow for online loan applications.

Are Deposit Secured Loans offered to members using "BizLink 247?"

No, currently, the offerings are not available for business members using these products.

I see multiple applications by the member in my loan queue as well as a booked Deposit Secured loan. Why is this the case?

When the member starts and then cancels the document signing process a pending application is created. They can do this repeatedly, for example if they have technical difficulties, and each time a new pending application is created. These pending applications are not tied to the final completed booked CD, Share Draft, or Share Secured loan by the member.

If the member starts and stops and then later completes the process, your loan department may need to do some investigation to determine which pending applications require follow-up. (Remember that all pending loans are deleted after 90 days.)

Is it a requirement to use eDOC Innovations for my e-signing process for Deposit Secured loans?

No, it is not a requirement. Your credit union can elect to configure the feature so that the member signs the forms after the loan is opened. In these instances, you can then deliver the form via another form-delivery channel, such as paper or another eSign vendor other than eDOC Innovations. Other form

signing options may be available. Contact Imaging Solutions for more information at imaging@cuanswers.com.

Scenarios for Certificate Secured Loans

This section specifically applies to CD Secured loans.

Sample Scenario #1: Loan for entire CD balance, paid monthly

Fred Jones has a 5-year certificate that he opened a couple years ago:

Opened date	7/29/2016
Maturity date	7/29/2021
CD face value	\$10,000.00
Current balance	\$10,542.97
Secured balance	\$0.00

In March, Fred logs into online banking and opens a new loan account for the entire amount of the CD (a processing fee of \$25 is posted to one of Fred's other savings accounts):

CD current balance	\$10,542.97
Secured balance	<u>\$10,542.97</u>
Remaining unsecured balance	\$0.00

The new closed-end (MEMBER5) loan has a beginning balance of \$10,542.97, a rate of 4.250% (2% over the CD rate) and a regular monthly payment of \$166.17 and a maturity date of 7/29/2021 that matches the CD (or the last monthly payment if monthly payments are used).

Sample Scenario #2: Single-payment loan for partial CD balance

Jane Smith has a 24-month certificate that she opened last May, and she has a little over a year to go before the maturity date:

Opened date	5/30/2018
Maturity date	5/30/2020
CD face value	\$100,000.00
Current balance	\$101,522.42
Secured balance	\$0.00

On April 5 Jane logs into online banking and opens a new \$50,000 loan account secured against the CD (a processing fee of \$25 is posted to one of Jane's other savings accounts):

CD current balance	\$101,522.42
Amount secured	<u>\$50,000.00</u>
Remaining unsecured balance	\$51,522.42

The new \$50,000 loan has a one-time payment of \$50,226.03, due as of the CD maturity date of 5/30/2020. (Loan rate is 5.50% which is 2.25% over what the CD currently pays.)

On September 10 Jane logs in again and opens another \$25,000 loan, secured against the same CD:

CD current balance	\$102,734.21
Existing amount secured	\$50,000.00
Add'l amount secured	<u>\$25,000.00</u>
Remaining unsecured balance	\$27,734.21

A second loan for \$25,000 is opened, with a one-time payment of \$25,113.01 due as of the CD maturity date of 5/30/2020. (Just like the first loan, the rate is 5.50%, 2.25% over what the CD currently pays.

On May 30, 2020, Jane takes the entire proceeds of her maturing CD and applies them toward the total payment due on both CD-secured loans.

The Member Experience

With CD or Share Secured Loans, the member is presented a loan offer in **It's Me 247**, with the allowed loan terms based upon the current amount and term allowed. (See the Frequently Asked Question section for more details.)

When the loan is created, funds are disbursed automatically to the member's choice of other savings accounts, and a pledged share record is placed on the CD, share, or share draft account to secure the funds as collateral on the loan.

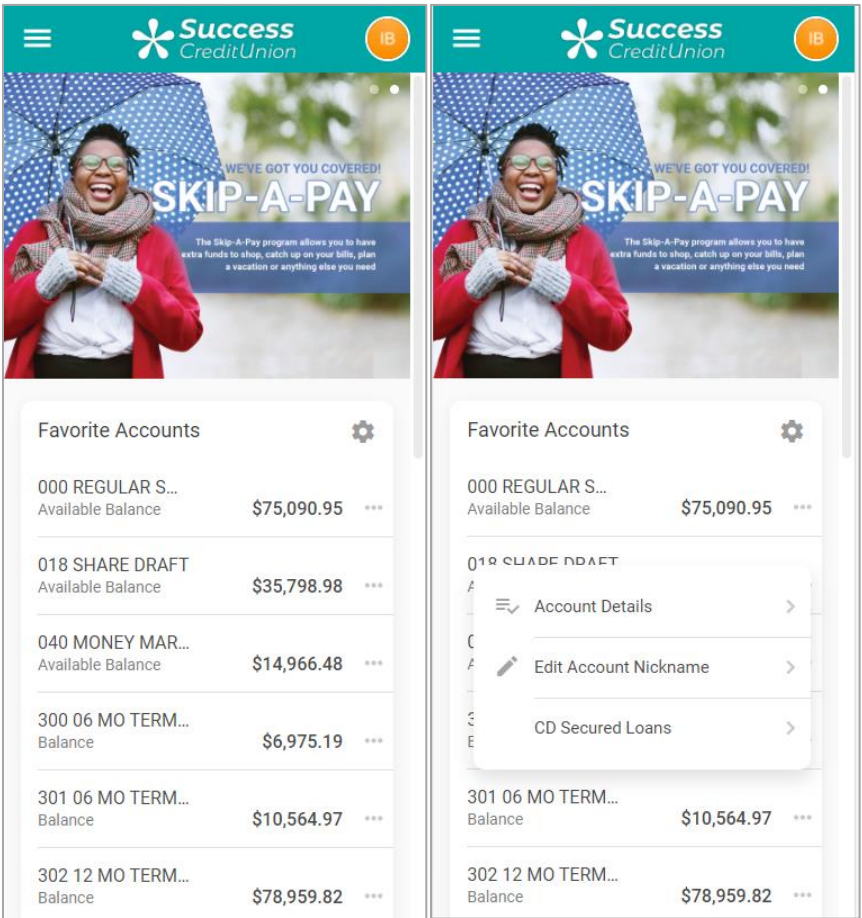
Contextual Menu Access

You configure contextual menu access to both products using ItsMe247 Manager using the default “CD Secured Loans”, “Share Draft Secured Loans”, “Share Secured Loans.” This grants the member access via the contextual menu, as shown in the following two examples. (You can also customize the wording the member sees, as shown in the Share Secured loans example.)

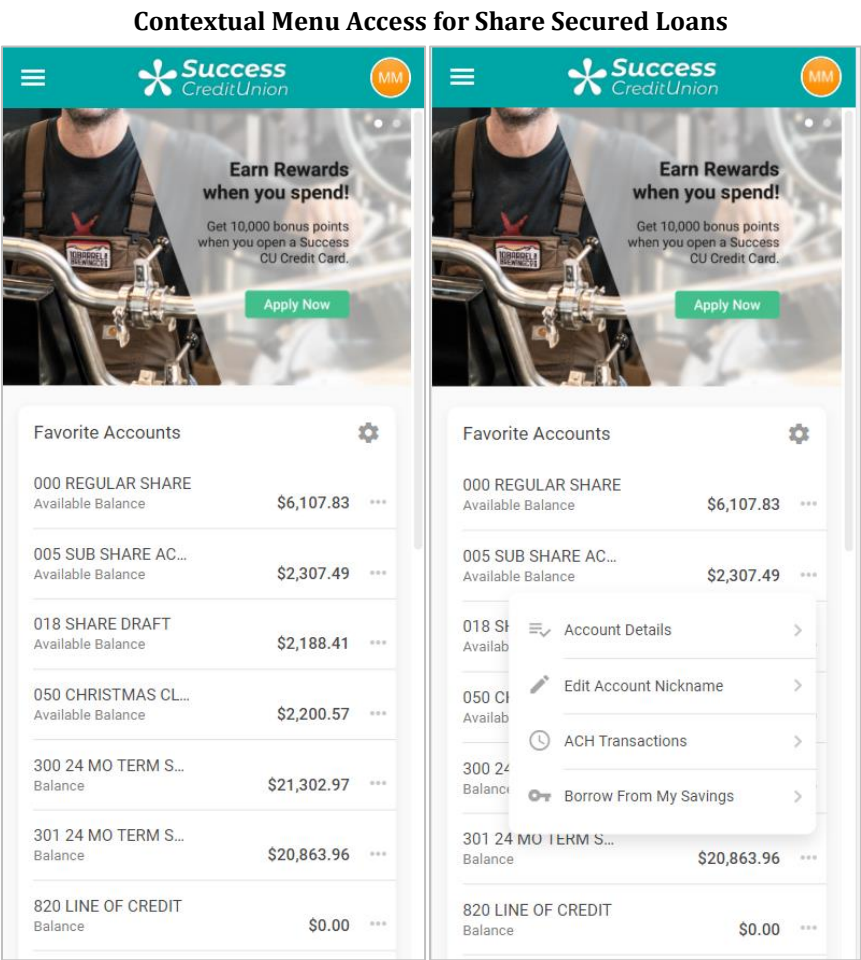
- For more information, contact the Internet Retailer Support Center at irsc@cuanswers.com.
- To purchase ItsMe247 Manager, go to the CU*Answers store at <https://store.cuanswers.com/store/irsc/cupublisher-self-service/>

The member below clicks the contextual drop-down menu next to the certificate and selects CD Secured Loans to see if certificates qualify.

Contextual Menu Access CD Secured Loans



This member below clicks the contextual drop-down menu next to the savings account and selects customized wording to see if any savings accounts qualify. This wording is configured in ItsMe247 Manager.



The member has a similar experience with Share Draft Secured loan, only in this case, the member selects a checking account first.

- Refer to the Frequently Asked Questions section starting on page 5. This section includes several questions that explain why the member may not see this link, even if the certificate type of their CD, or the dividend application of their savings/checking accounts supports Deposit Secured Loans.

OTHER Ways to Advertise to Members

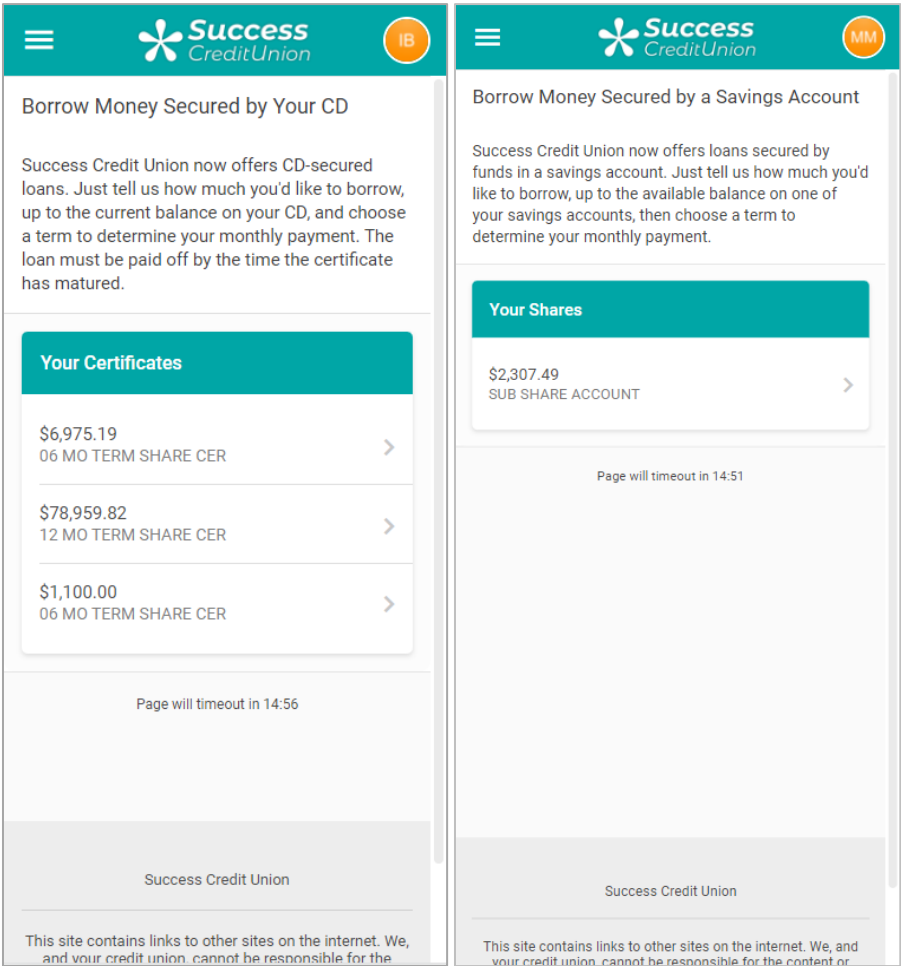
Other ways that your credit union can advertise your Deposit Secured loan programs include adding it in a Member Offers section in the left navigation of your website or the Mega Menu.

- Unlike 1Click Loans, there is no Member Message at the top of the Favorites page alerting them that they qualify for the feature.

Member Views Qualifying Certificates or Savings Accounts

Once the member accesses the feature, they will land on the entry page. This page lists the accounts that qualify for the Deposit Secured loans. The member clicks the right arrow to pick the loan amount and term.

Member Views the CD or Savings Secured Selections (Share Draft Not Shown)



There is also a similar version of this page that reads” Borrow Money Secured by a Checking Account” for checking accounts.

The sales information at the top of the screen is configured in the CD, Checking or Share Secured Loans configuration.

Member Views the Sales Information (Share Draft Not Shown)

Success

CreditUnion

IB

<

Borrow Money Secured by Your CD

Need cash in a hurry? Secure an affordable loan by borrowing against your CD. ABC Credit Union offers low interest rates. As low as 1.000 percent above your CD dividend and flexible repayment terms.that match your account's maturity. Plus we'll provide financing 24 x 365. Best of all, you'll still earn interest on your CD investment. Thank you for being a valued member of ABC Credit Union.

Certificate: 12 MO TERM SHARE CER

Configure Loan Amount and Term Options

To preview your repayment for these loan terms, select "Update Estimate" and check the table below.

Loan Amount (Up to \$78,959.82)

\$0.00

Repayment Preference

Select an Preference...

Update Estimate

Success

CreditUnion

MM

<

Borrow Money Secured by Your Share

Need cash in a hurry? Secure an affordable loan by borrowing against your savings account. Success Credit Union offers interest rate as low as 4.125% above your savings dividend. Plus we'll provide financing 24 x 7 x 365. Best of all, you'll still earn interest on your savings account. Enter in the loan amount and term you are seeking and follow the on-screen instructions. Thank you for being a valued member of Success Credit Union.

Share: SUB SHARE ACCOUNT

Configure Loan Amount and Term Options

To preview your repayment for these loan terms, select "Update Estimate" and check the table below.

Loan Amount (Up to \$2,307.49)

\$0.00

Loan Terms (Up to 36 Months)

1

Update Estimate

Estimated Loan Terms

Enter a loan amount and repayment terms

IB

we'll provide financing 24 x 365. Best of all, you'll still earn interest on your CD investment. Thank you for being a valued member of ABC Credit Union.

Certificate: 12 MO TERM SHARE CER

Configure Loan Amount and Term Options

To preview your repayment for these loan terms, select "Update Estimate" and check the table below.

Loan Amount (Up to \$78,959.82)

Repayment Preference

Select an Preference...

Select an Preference...
One-Time (At Maturity)
Repay Monthly

Estimated Loan Terms

Enter a loan amount and term preference above, then select "Update Estimate."

MM

Share: SUB SHARE ACCOUNT

Configure Loan Amount and Term Options

To preview your repayment for these loan terms, select "Update Estimate" and check the table below.

Loan Amount (Up to \$2,307.49)

Loan Terms (Up to 36 Months)

Update Estimate

Estimated Loan Terms

Enter a loan amount and repayment terms above, then select "Update Estimate."

Page will timeout in 13:26

Continue

Success Credit Union

This site contains links to other sites on the internet. We, and

For Deposit Secured loans secured by a CD, the member enters the amount they want to borrow and selects from the allowed term options, either one time at maturity or repay monthly. (Your credit union can allow one or the other or both in the CD Secured configuration.)

For Deposit Secured loans secured by a saving or checking account, the member selects the term. Only monthly payments are allowed.

- More information on allowed amounts and terms are covered in the Frequently Asked Questions section of this booklet.

For CD Secured loan, if the member selects *Repay Monthly*, they must select the term.

Monthly or Term Payment Options

Success

CreditUnion

18

we'll provide financing 24 x 365. Best of all, you'll still earn interest on your CD investment. Thank you for being a valued member of ABC Credit Union.

Certificate: 12 MO TERM SHARE CER

Configure Loan Amount and Term Options

To preview your repayment for these loan terms, select "Update Estimate" and check the table below.

Loan Amount (Up to \$78,959.82)

\$10,000.00

Repayment Preference

Repay Monthly

Loan Terms (Up to 10 Months)

0

Update Estimate

Estimated Loan Terms

17 | Deposit Secured Loans

To view the offer, the member clicks **Update Estimate**. CD Secured loans shows the member the rate and estimated amount due or payment amount if monthly payments are selected (not shown). Share or Share Draft Secured loans shows the rate and payment amount.

Member Sees Estimated Loan Terms and Views Offer (Share Draft Not Shown)

Success
CreditUnion

IB

Loan Amount (Up to \$78,959.82)

\$10,000.00

Repayment Preference

One-Time (At Maturity)

Update Estimate

Estimated Loan Terms

Loan Rate

1.150 %

Estimated Amount Due

\$10,098.93

Due Date

10/11/2022

Page will timeout in 7:10

Continue

Success
CreditUnion

MM

Share: SUB SHARE ACCOUNT

Configure Loan Amount and Term Options

To preview your repayment for these loan terms, select "Update Estimate" and check the table below.

Loan Amount (Up to \$2,307.49)

\$1,000.00

Loan Terms (Up to 36 Months)

12

Update Estimate

Estimated Loan Terms

Loan Rate

1.550 %

Estimated Amount Due

\$84.04

Due Date

5/4/2022

Page will timeout in 12:45

Continue

Now the member views the offer. If it is acceptable to the member, they click **Continue**.

Success
Credit Union

IB

< Review Proposed CD Secured Loan

Your Proposed CD Loan

\$10,000.00
Loan Amount

Loan Rate
1.150 %

Loan Terms
One-Time Payment

Amount Due
\$10,098.93

First Due Date
10/11/2022

Deposit Account

Select an eligible account where you would like these loan funds deposited:

Select an Account...

Processing Fee

You will incur a \$25.00 processing fee to create this loan.
Select an account to draw this fee from:

Select an Account...

Success
Credit Union

MIM

< Review Proposed Share Secured Loan

Your Proposed Share Loan

\$1,000.00
Loan Amount

Loan Rate
1.550 %

Loan Terms
12 Months

Amount Due
\$84.04

First Due Date
05/04/2022

Deposit Account

Select an eligible account where you would like these loan funds deposited:

Select an Account...

Processing Fee

You will incur a \$50.00 processing fee to create this loan. Select an account to draw this fee from:

Select an Account...

Back

Get Loan

19 | Deposit Secured Loans

The member selects the deposit account for the loan funds. If configured by your credit union, select the account for the processing fee.

Success
CreditUnion

IB

Menu

11:55 AM

Loan Terms

One-Time Payment

Amount Due

\$10,098.93

First Due Date

10/11/2022

Deposit Account

Select an eligible account where you would like these loan funds deposited:

018 SHARE DRAFT: \$35,798.98

Processing Fee

You will incur a \$25.00 processing fee to create this loan. Select an account to draw this fee from:

018 SHARE DRAFT: \$35,798.98

Back

Get Loan

Page will timeout in 11:49

Success Credit Union

Success
CreditUnion

MM

Review Proposed Share Secured Loan

Your Proposed Share Loan

\$1,000.00

Loan Amount

Loan Rate

1.550 %

Loan Terms

12 Months

Amount Due

\$84.04

First Due Date

05/04/2022

Deposit Account

Select an eligible account where you would like these loan funds deposited:

000 REGULAR SHARE: \$6,107.83

Processing Fee

You will incur a \$50.00 processing fee to create this loan. Select an account to draw this fee from:

005 SUB SHARE ACCOUNT: \$2,307.49

Back

Get Loan

The member clicks **Get Loan**. The loan is then opened if no form is required, or the member advances to sign the form.

Your credit union has the option to present a loan form. This form is configured in the CD, Share Draft, or Share Secured Loan forms configuration screens. There are special requirements for the loan forms. Only the primary member can sign the form. Refer to page 30 for more information about preparing the loan forms for this product.

Note: Deposit Secured Loans support signing only one loan form.

Member Signs Form if Configured

The screenshots illustrate the following steps in the loan signing process:

- View Or Sign Your Documents:** The member is prompted to view or sign documents. A list of required documents is shown, including a Line of Credit. The member can choose to 'View & Sign All' or 'Maybe Later'.
- Review Documents:** The member is asked to review the documents and select 'Start' when ready to begin signing.
- Loan and Security Agreement and Disclosure Statement:** The member is presented with the loan terms, including the APR, finance charge, and total amount financed. The member is asked to 'Adopt Your Signature' and 'Adopt and Sign'.
- Adopt Your Signature:** The member is prompted to enter their full name and initials, and to adopt their signature.
- Download Your Documents:** The member is prompted to download the signed documents. The member can choose to 'Submit & Continue' or 'Download Signed Documents'.

From the final form screen, the member can download a PDF of the form they signed. **The loan is still not opened!** To advance and open the loan, the member must click **Submit & Continue** on the final screen. Otherwise, the loan is not opened.

Important Note: If at any time up until this final step in the loan signing process, the member cancels out or if they fail to click “Submit and Continue,” the loan will be sent as a loan application. Your loan officers work this in the CU*BASE LOS loan queue (Tool #2).

If the member completed the form signing process, the confirmation screen is shown (left image). This also appears if no form is included in the loan signing process.

At this point, the loan appears on the member’s Full Account Summary page (right graphic). The loan also appears as a booked loan in the CU*BASE LOS loan queue (Tool #2).

Left Screenshot: Confirmation Screen

Success Credit Union

You Opened a New Loan

\$10,000.00

Funds Deposited To
018 SHARE DRAFT

New Loan Account
660 SHARE SECURED

Loan Rate
1.15 %

Loan Terms
One-Time Payment

Monthly Payment
\$10,098.93

First Due Date
10/11/2022

Page will timeout in 7:42

Success Credit Union

This site contains links to other sites on the internet. We.

Right Screenshot: Full Account Summary Page

Success Credit Union

300 06 MO TER...	Matures 04/11/2...	\$0.00	***
301 06 MO TER...	Matures 11/15/2...	\$1.71	***
302 12 MO TER...	Matures 10/11/2...	\$0.00	***
303 06 MO TER...	Matures 03/25/2...	\$0.00	***
400 18 MO IRA ...	Matures 10/03/2...	\$3.06	***
Account Totals:		\$4.77	

Loans

660 SHARE SEC...	Balance	\$10,000.00	***
Account Totals:		\$10,000.00	

Page will timeout in 14:26

(Similar screens and experience apply to Certificate and Share Draft Secured loans.)

Creation of the Secured Record in CU*BASE

When the loan is opened, a secured record is created for the total amount of the loan. The total amount remains secured until the loan is completely paid off, regardless of if the member makes monthly payments. *In the case of CD Secured loans, the secured record remains until the CD reaches maturity, if this selection was made.*

This record can be viewed in CU*BASE by using **Tool #51 Miscellaneous Loan Maintenance**, then *Pledged Shares* or by clicking the lookup next to *Pledged Shares* in the Account Inquiry detail of the loan.

Member Inquiry > Detail > Pledged Shares

Secured Funds Information								
New Account	Member	SC		Opened	Oct 26, 2018			
New Type	Account	715	CLOSED END	G/L account	701-21.35			
Account Base/Type	Held Funds Description	Card Type	Amount Secured	% Secured	Always Secured	Current Balance	Authorization ID	
1-000	CERTIFICATE		2,000.00	100%	No	5.00		
			0.00			0.00		

If required, a credit union employee can lower the pledge share amount by using **Tool #51 Miscellaneous Loan Maintenance**, then *Pledged Shares*. After selecting the secured amount and *Select*, the employee checks *Release funds as payments are made* or simply change the secured amount. Then save the changes to update the record.

Configuring Certificate Secured Loans

CD Secured loans are configured at the Certificate Type level. To access your certificate types, use **Tool #194 Certificate Products Configuration**. Then from the entry screen, select *Certificate type*.

Certificate Types configure the various settings of the certificates used with CD Secured loans.

You cannot use Health Savings Accounts (HSAs) or IRAs to secure CD Secured loans.

Tool #194 Certificate Products Configuration > Certificate Type

Suspend

Delete

Checklist

Certificate type06

Corp ID01CREDIT UNION

ApplicationCDDescription18 MONTH CERTIFICATE

Allow principal distributionsAllowedRequiredBlocked

Allow CD secured loan via online/mobile banking

Certificate Length

Certificate Penalty

General Ledger

Days

Penalty code

Certificate908.02

Accrued dividend830.20

- Or -

Days

Premium penalty131.00

Months18

Penalty grace10

Dividend expense340.50

Options

Renewal

IRA/HSAIRAHSAN/ADefault renewal codeManualAuto RenewTransfer toCheck

Add funds to CDsDefault renewal CD type(blank = same CD type)

Report dividends to IRSAllow member to change renewal code on existing account via online banking

Laser certificate formCD02Allow member to bump the current rate00times during the CD term

Dividend Rate(s)

Minimum	500.00	Maximum	99,999.99	Rate	1.640
Minimum	100,000.00	Maximum	149,999.99	Rate	1.690
Minimum	150,000.00	Maximum	249,999.99	Rate	1.740
Minimum	250,000.00	Maximum	999,999.99	Rate	1.790
Minimum	0.00	Maximum	0.00	Rate	0.000
Minimum	0.00	Maximum	0.00	Rate	0.000

On the detail screen, check *Allow CD secured loans for online/mobile banking* to access the screen used to configure the CD Secured loan product for certificates of this Certificate Type. See screen above and below.

Closeup of Screen Above

Allow principal distributionsAllowedRequiredBlocked

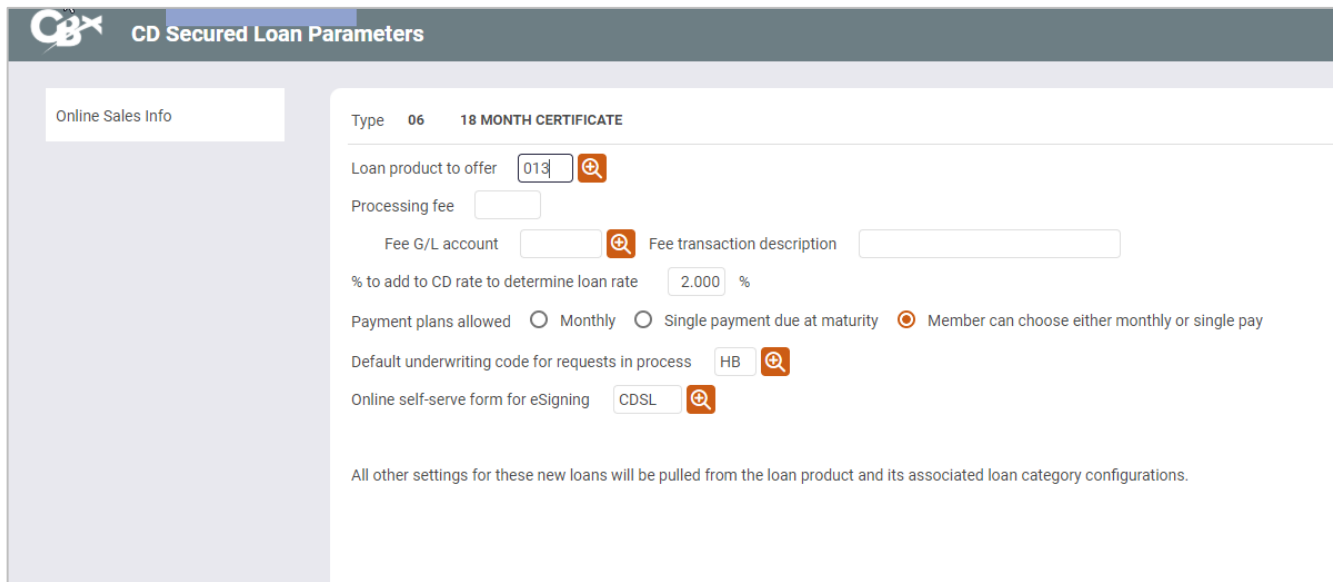
Allow CD secured loan via online/mobile banking

Any member with a certificate of this Certificate type will be able to open a CD Secured loan. For this reason, you may elect to create a type specifically for this product or use other methods to mitigate this risk. Refer to the FAQ starting on page 5 for some discussion of your options.

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Use Enter to move to the *CD Secured Loan Parameters* screen where you configure your CD Secured product.

Tool #194 CD Secured Loan Parameters Screen




Use this screen to configure your CD Secured Loans product. Refer to the field descriptions below.

Field Name	Description
Loan product code	<p>Use the lookup to select a code or enter a loan product code in the field provided. Only Installment closed-end loans can be selected when configuring CD Secured Loans. Mortgages and open-end loans cannot be selected.</p> <ul style="list-style-type: none"> NOTE: The lookup will only present loan products that are closed-end loans since the feature only supports loan categories that are MEMBER5 loans. NOTE: Many conditions of the CD Secured loan, such as purpose code and security code, come from the selected loan product.
Processing fee	<p>Optionally enter a dollar amount for the processing fee charged to the member when they complete opening a CD secured loan.</p> <ul style="list-style-type: none"> NOTE: No fee is charged if the member fails to open a loan (and a loan application is created).
Fee CU account	<p>(Required when a dollar amount is entered in the Processing fee field.) Enter the fee G/L.</p>
Fee transaction description	<p>(Required when a dollar amount is entered in the Processing fee field.) Enter the transaction description for the fee used for the member's statement.</p>
% to add to CD rate to determine loan rate	<p>Enter the percentage to add to the CD rate to determine the loan rate.</p> <ul style="list-style-type: none"> NOTE: There is no check on your general rate tolerance settings when configuring a CD Secured loan product.

Field Name	Description
	<ul style="list-style-type: none"> For tiered rates, then the member will be offered a different rate, based on their tier.
Payment plans allowed	<p>Select how members will pay back the amount they take out in their loan. Select one of the following: <i>Monthly</i>, <i>Single payment due at maturity</i>, or <i>Member can choose monthly payment or single pay</i>.</p> <ul style="list-style-type: none"> NOTE: If the member selects Monthly, CU*BASE does not confirm that the member can make monthly payments.
Online self service form for eSigning	<p>Optional. Enter a form to be presented when the loan is booked. If this is entered, it is required to book the loan. Otherwise, it will be presented as an application in the pending loan queue. Must be an OL type (Online) form.</p>

From this screen use Online Sales Info to access a screen that allows you to enter the sales text the member sees in online banking. See page 14.

Online Sales Info


Online Sales Information

Add/Update

Certificate type 06 18 MONTH CERTIFICATE

Enter sales text to be displayed in online banking

Need cash in a hurry? Secure an affordable loan by borrowing against the funds you have deposited in your account.

This option to borrow is available 24 x 7 x 365! Credit Union offers low rates - as low as 2% above your

CD account rate - and flexible repayment terms to find a payment that fits your budget. Best of all, you may still

earn interest on your deposits. IF YOU WANT TO HAVE LIFE AND/OR DISABILITY INSURANCE ON YOUR LOAN - you must contact us

BEFORE opening the loan. Do not complete it online. Please call us at or email us at

if you have any questions or would like insurance on your loan.

Thank you for being a valued member of Credit Union!

Configuring Share or Share Draft Secured Loans

Share and Share Draft Secured loans are configured at the savings Dividend Application level. To access your Dividend Applications, use **Tool #777 Savings/Checking Products Configuration**. Then from the entry screen, select a savings or checking dividend application.

Dividend Applications configure the settings of the savings accounts used to secure Share Secured loans or the checking accounts used to secure Share Draft Secured loans.

You cannot use Health Savings Accounts (HSAs), IRAs, and escrow accounts to secure Share Secured loans.

Tool #777 Savings/Checking Products Configuration > Savings Dividend Application

The screenshot displays the 'Share Account Setup' interface. On the left is a sidebar with navigation links: Suspend, Save, Skip, Qualified Dividends, ARU/Online Banking, Restrict Mbr Design, Checklist, and ANR Scoring. The main area is titled 'Share Account Setup' and includes an 'Update' button in the top right. The 'Dividend application' is set to 'BC 01 FRANKENMUTH CREDIT UNION'. Below this, the 'General Account Information' section includes fields for Description (BUSINESS CLUB), Account range (003 to 006), Application type (Share/savings products), IRA plan type, HSA checkbox, Reg D transaction account, Zero balance account option (No action taken), Freeze code (All activity), and checkboxes for 'Prompt for credit report on open', 'Prompt for marketing club enrollment', 'Create secured shares record', 'Club processing allowed', 'Allow account nicknames', and 'Allow share secured via OLB'. The 'Accounting Interface' section on the right lists various G/L accounts and fees. Below the main configuration area is a 'Configure Negative Balance Processing' section with fields for ATM surcharge, service charge, and card activity rebate program codes. At the bottom, the 'Accounting Interface' section shows Start date (Dec 01, 2024), Next pay date (Jan 01, 2025), Calc date (Nov 30, 2024), Pay frequency (Monthly), Dividend calculation type (Simple daily (accrual)), Minimum balance to earn a dividend (5), and Minimum balance penalty code (Daily compare). A 'Dividend pay code' field is also present. The bottom of the screen features navigation icons, a 'Let Us Know!' link, and the text 'FR (2749) 1/08/25'.

On the detail screen, check *Allow share secured loans via OLB* to access the screen used to configure the Share (or Share Draft) Secured loan product for accounts created with this Dividend Application.

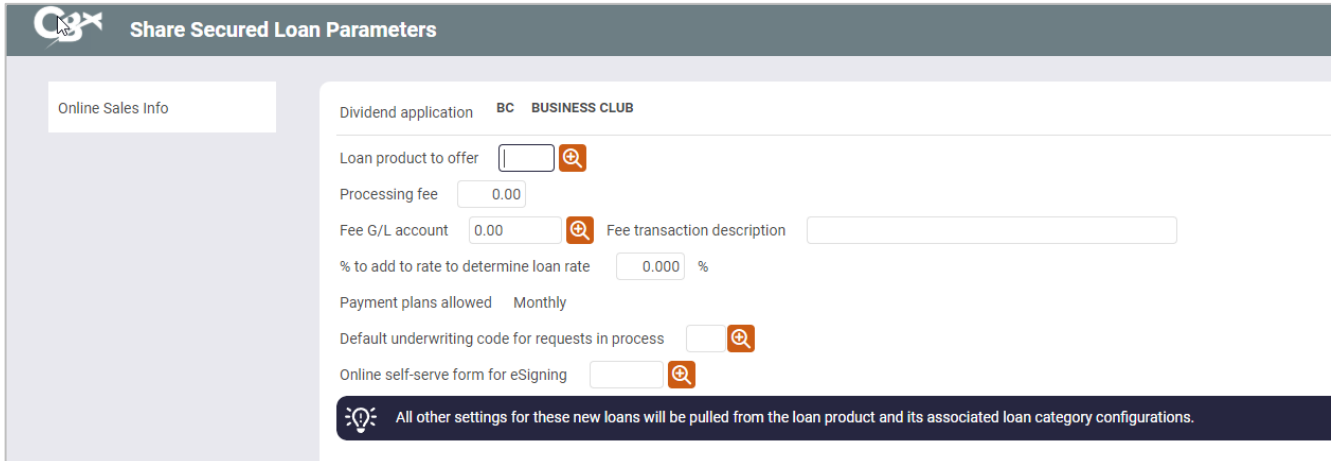
Closeup of Screen Above

This closeup shows the 'Zero balance account option' dropdown menu set to 'No action taken' and the 'Freeze code' dropdown menu set to 'All activity'. To the right of these fields is a checkbox labeled 'Allow share secured via OLB' which is checked. Below these fields is an orange button labeled 'Configure Negative Balance Processing'.

Any member with a savings account with this Dividend Application will be able to open a Deposit Secured loan. For this reason, you may elect to create a type specifically for this product or use other methods to mitigate this risk. Refer to the FAQ starting on page 5 for some discussion of your options.

Use Enter to move to the *Share Secured Loan Parameters* screen where you configure your Share or Share Draft Secured product.

Tool #777 Share Secured Loan Parameters Screen



Use this screen to configure your Share Secured Loans product. Refer to the field descriptions below.

Field Name	Description
Loan product to offer	<p>Use the lookup to select a code or enter a loan product code in the field provided. Only Installment closed-end loans can be selected when configuring Share or Share Draft Secured Loans. Mortgages and open-end loans cannot be selected.</p> <ul style="list-style-type: none"> NOTE: The lookup will only present loan products that are closed-end loans since the feature only supports loan categories that are MEMBER5 loans. NOTE: The loan product determines many conditions of the Share or Share Draft Secured loan, such as purpose code and security code.
Processing fee	<p>Optionally enter a dollar amount for the processing fee charged to the member when they complete opening a Share Secured loan.</p> <ul style="list-style-type: none"> NOTE: If the member fails to open a loan, this fee is not charged. (In this case an application is created.)
Fee CU account	<p>(Required when a dollar amount is entered in the Processing fee field.) Enter the fee G/L.</p>
Fee transaction description	<p>(Required when a dollar amount is entered in the Processing fee field.) Enter the transaction description for the fee used for the member's statement.</p>
% to add to determine loan rate	<p>Enter the percentage to add to the share rate to determine the loan rate.</p> <ul style="list-style-type: none"> NOTE: There is no check on your general rate tolerance settings when configuring a Share or Share Draft Secured loan product. For tiered rates, then the member will be offered a different rate, based on their tier.
Payment plans allowed	<p>Monthly is the only available option.</p>

Field Name	Description
	<ul style="list-style-type: none"> NOTE: CU*BASE does not confirm that the member can make monthly payments.
Online self-service form for eSigning	<p>Optional. Enter a form to be presented when the loan is booked. If this is entered, it is required to book the loan. Otherwise, it will be presented as an application in the pending loan queue.</p> <p>Must be an OL type (Online) form.</p>

From this screen, use Online Sales Info to access a screen that allows you to enter the sales text the member sees in online banking. See page 14.

Online Sales Info

Online Sales Information

Add/Update

Dividend application

Enter sales text to be displayed in online banking

Enter sales information here|

Getting the Loan Forms Ready

As was covered in the previous two sections, Deposit Secured Loans can require that the members sign a form, for example a promissory note, before the loan is opened and funds are disbursed.

Any form used for traditional delivery options your credit union uses can be used for Deposit Secured loans. These loan forms must be reprogrammed for use with the Deposit Secured loan feature into the OL format.

With Deposit Secured loans, only the primary borrower signs the form. This product does not support joint owners signing documents or marital property laws that require more than one signature.

To get started with reprogramming your form for use with Deposit Secured loans, contact Lender*VP form at lendervpforms@cuanswers.com.

- This part is not required, and your credit union can elect to configure the feature so that the member signs the forms after the loan is opened. In these instances, you can then deliver the form via another form-delivery channel, such as paper or another eSign vendor other than eDOC Innovations. Other form signing options may be available. Contact Imaging Solutions for more information at imaging@cuanswers.com.

Working the LOS Loan Queue in CU*BASE

Once the Deposit Secured Loans offer is booked, it appears as a booked loan in the CBX LOS loan queue (**Tool #2**). The *DC* column reads “OL;” otherwise, the loan looks no different than any other booked loan.

Tool #2 Loan Application Queue

CBX

Work/View Application Status

New Application >

Loan Amount >

Activity Tracking >

Counts by UW Code >

Web Version >

View Power Line >

Date created

Dec 10, 2024

To

Jan 09, 2025

Jump to:

Loan #...

Last name...

Filters

UW status

Select

Underwriter ID

Select

Interviewer branch

Select

Interviewer ID

Select

Loan category

Select

Delivery channel

Select

Dealer

Select

Product code

Select

Business unit

Select

Wait times this week: 0

Key activity tracking: SU

SU

DE

Clear All Filters

Save Settings

Pending

Booked

Denied

Modifications

1Click Offers

Options...

App #	Applicant Name	App Date/Time	DC	Int	ID	Action
588758	TIMMY LOANMEMBER	Dec 31, 2024	09:49 OL	96		
588746	ANNIE BODY	Dec 30, 2024	12:01 CU	06		

The offer will appear as a loan application in the Pending area if the member fails to complete all steps to open a loan.

Additionally, one or more applications may appear in addition to a booked loan. This happens when the member makes several attempts before completing the process. For example, they may have lost Internet connectivity while attempting to create the loan.

All offers and applications appear in the queue in timestamp order, with the most recent being higher on the listing. Your lending team may require research to determine if any follow-up is required of the pending items in the queue.

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