

Flex Loans

My Loans/My Way



Allowing Members to Adjust the Term and Payment of their Existing Loans

INTRODUCTION

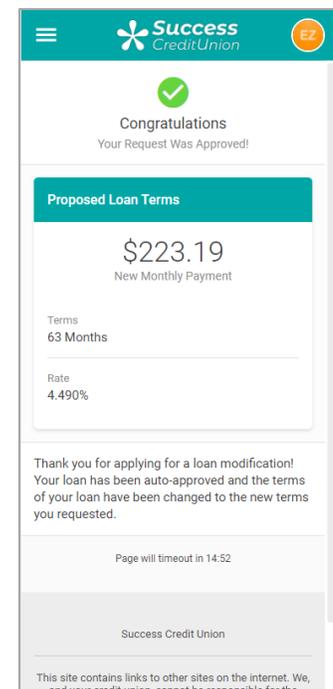
Introducing another lending tool for your credit union's Internet Retailing arsenal: **Flex Loans!**

Members can now click "Modify My Loan" in **It's Me 247** to request a modification to an existing loan, to either lower their monthly payment or to pay off the loan more quickly.

The feature puts decision-making power (within the parameters your credit union sets) in your members' hands to let them make the changes when they need them. Your credit union can make this a fully self-service feature or elect to have your lending team work the approvals.

All loan modifications appear in the CU*BASE LOS lending queue (Tool #2) in the "Modifications" tab. The requests will be marked with a decision that will help you understand the next steps, such as sending any needed paperwork, approving additional modifications that fail your filter and denying modifications as needed.

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



Revision date: November 7, 2023

For an updated copy of this booklet, check out the Reference Materials page of our website:
<https://www.cuanswers.com/resources/doc/cubase-reference/>
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IN A NUTSHELL, HOW DO FLEX LOANS WORK?

Flex Loans allow members in **It's Me 247** to request a change in the term of their loan which results in a payment change. This is permitted on configured products with monthly payment frequencies. The loan modification request can be immediate if the member is qualified and your credit union activates auto approvals. Otherwise, the member's request is sent to the LOS loan queue (Tool #2) to be approved or denied by your loan officer. Let's look at how this feature works "in a nutshell."

CONFIGURING FLEX LOANS AT THE LOAN CATEGORY LEVEL

See page 10 for more information.

Flex Loans are configured from the second loan category configuration screen. The first Flex Loans configuration screen allows you to configure your Flex Loan product. It controls if Flex Loans are allowed for the category, the minimum/maximum term length permitted, the payment change minimums and maximums, and the exclusions. This screen also allows you to charge a different fee for the request and auto-approval (if configured). You can also block a member from applying for a modification if they have requested one in the last configured number of months. The second Flex Loans configuration screen lets you enter the text the member sees in online banking.

Currently Flex Loans are only available for closed end loans (MEMBER5 loans.)

CONFIGURING FLEX LOANS AS A SELF-SERVICE PRODUCT

See page 8 for more information.

Your credit union can make Flex Loans a self-service feature by activating auto approvals. If a member's request passes your credit union exclusions, their loan payment and term is updated automatically. Members' requests that fail your exclusions are sent to the LOS loan queue (Tool #2) to be worked. Loan officers see both the auto approved and failed Flex Loan requests in the loan queue. For auto approved requests, they can review the request and send any needed paperwork. For failed requests, they can review them, as discussed below.

CONFIGURING FLEX LOANS TO ALWAYS BE REVIEWED

See page 9 for more information.

Your credit union can elect to review all Flex Loan requests. This is a good option for credit unions with lower risk tolerance, or for credit unions that want to become more comfortable with how requests might be approved before activating the auto-approval feature.

Your loan officer works all requests from the LOS loan queue (Tool #2). Indicators in the loan queue show if this request has failed or passed the exclusions.

THE MEMBER EXPERIENCE

See page 18 for more information

Members access the Flex Loans' Loan Modification window from either the Account Summary or Loan Detail screens. After reading the credit union's explanation of the product (from the Flex Loans configuration), members dynamically move their loan payment and term within the range allowed by the configuration. Members select an account to cover the fee and submit their request. Then the member's loan is either auto approved (and the loan is updated) or the request is sent to the loan queue. According to the result of their Flex Loan request, members are presented appropriate messaging configured by the credit union.

WORKING LOAN MODIFICATIONS IN THE CU*BASE LOS LOAN QUEUE

See page 25 for more information.

Loan officers can work Flex Loans requests in the CU*BASE LOS loan queue (Tool #2) in a special "Modifications" tab.

If your credit union has activated the auto-approval feature, approved requests will still appear in the queue so your loan officers can complete the request, for example sending any forms or needed paperwork. Requests that fail the exclusions will appear in the queue to be approved or denied.

If you have set your credit union up to review every request, your loan officers will go to the queue to approve or deny requests. Helpful messaging will alert your loan officers if the request has passed or failed your exclusions.

REPORTING

See page 39 for more information.

All requests remain in the queue for later research. Additionally, table (file) and column (field) changes occur when the request is approved to allow for further investigation.

FREQUENTLY ASKED QUESTIONS

Below are some frequently asked questions about loan modifications.

Can my credit union offer Flex Loans without using auto-approvals, handling all approvals and denials all via the queue? When ready can we elect to move to auto approvals?

Yes, your credit union can adopt the auto approvals in stages by requiring that all Flex Loan applications first appear in your CU*BASE LOS loan queue (Tool #2) to be worked (and approved or denied).

While working your Flex Loan requests, you can adjust your configuration until you are comfortable with moving to auto approvals for members that qualify. Can I stop a particular member from being able to request a Flex Loan modification via online banking?

First, it is important to remember that people only qualify for Flex Loans if their loan's loan category is configured for them. (You may decide to create a loan category just for Flex Loan products.) However, once Flex Loans are activated for a category, all loans under that category qualify for the Flex Loan offer.

Also remember that you can adjust your configuration until you are comfortable with moving to auto approvals for members that qualify. And even if you have auto approvals activated, you can stop members from qualifying for Flex Loan modifications by using the configured exclusions. For example, you can exclude members if their loan is delinquent or frozen. Members that fail your exclusions are always sent to the loan queue and can be denied by the loan officer.

The loan queue assists your loan officers by clearly indicating if the member's request passed or failed the exclusions. Additionally, the detail of the loan modification request indicates exactly which exclusions were failed, giving your loan officer additional information while processing a failed request.

What exclusions are there that will stop members from qualifying for Flex Loan modifications?

The following exclusions are available for Flex Loans:

- Loan delinquent 1 day or more (always active)
- Loan delinquent x times or more for the life of the loan
- Account open x days or less
- Accounts currently overlimit
- Balance currently x % or more of available credit
- Freeze code present
- Selected Membership Designations can be excluded
- Credit score x or below
- Loan balance is less than or equal to x dollars

Note: The "Selected Membership Designations" and "Credit score x or below" are membership-related exclusions. All other exclusions are account exclusions. Account exclusions are only run against the loan that qualifies for the Flex Loan offer. Other accounts, including other saving, checking and loans are not considered against the account exclusions.

Can my credit union limit the length of term or payment amount my member selects for their Flex Loan request?

Yes, the configuration allows you to select a maximum and minimum payment change amount which affects the payment that the member can select as well as a minimum and maximum term length (up to 360 months). The member will not be allowed to select a term or payment outside of this range when they request a Flex Loan modification online.

Can a member in bankruptcy make loan modifications?

Bankrupt members are not specifically excluded from Flex Loan modifications. There are, however, several ways to limit your risk. Days delinquent and the presence of a freeze code on the loan are exclusions you can set for your Flex Loan offering to assist you with excluding bankrupt members. Additionally, your credit union may do what many credit unions do with bankrupt members, which is to use a different loan category for written off loans. These "write off" loan categories would not be configured with the Flex Loan feature.

Can I charge a fee for a loan modification? Can I charge a separate fee if the member does not qualify immediately and is sent for review?

Yes, the configuration allows you to set a fee for the loan modification, both for the Flex Loan modification that is auto approved (if configured) and for those that are sent to the loan queue for review because they were either pre-qualified or not qualified.

Can I use this feature with lines of credit or other open-end loans?

Currently Flex Loan modifications are only available for closed-end loans (MEMBER5 loans).

Can I use this feature with mortgages?

While this feature was not designed with mortgages in mind, the feature can be used on any category for closed-end loans.

How are loan forms distributed with loan modifications?

When you approve a Flex Loan modification in the LOS loan queue, the last screen you will see will show you your loan forms (LN type). From there you can select the appropriate form, such as a subsequent action form.

If your member's Flex Loan modification is auto approved, the request will appear as completed in the LOS loan queue. Your credit union will need to create a procedure to deliver the appropriate forms to the member

*Don't have a subsequent action form or other needed form? Contact the Lender*VP Forms team for more assistance.*

Can a member make multiple loan modifications on the same loan?

If the loan is auto approved there is nothing that will stop the member from requesting an additional Flex Loan Modification. The member will, however, be charged a fee each time they make a request.

If the loan is pre-qualified or not qualified and is sent to the loan queue, messaging will be given on the account summary page in **It's Me 247** to let the member know that the loan modification is in process, preventing the member from submitting an additional request. However, once the loan has been completed or denied, the Flex Loans options becomes available to the member again.

- NOTE: Flex Loan modification requests appear in time stamp order in the loan queue, with the most recent appearing at the top of the list. This will ass. your loan team in finding the final request to work, should a member submit multiple requests.

Can a member “jump” to another account and make a Flex Loan offer?

*Your credit union may have activated a feature called “Jump” which allows members to “jump” to other accounts on which they are either primary or joint, without the need to use separate login credentials. (In addition to activating the feature, you must set up each individual “jump” relationship in CU*BASE.)*

Yes, during the time the member “jumps” to the second account, they can make Flex Loan modification requests if a loan under the jumped to account is in a loan category that has Loan Modifications enabled.

Can I offer the Flex Loans feature to members with loans with payment frequencies other than monthly?

Loan modification requests are only available for loans with a monthly payment frequency. Members with loans with other frequencies, for example bi-weekly or weekly payments will not be offered the option to modify their loan using this feature and will have to work with your loan department to modify their loan.

My member has credit life and disability attached to their loan? How does this affect their use of the Flex Loans feature?

Loan modification requests on loans with credit life and disability will only modify to the maximum insurable term. This may mean that some of the terms allowed in the configuration are not presented to the member.

TWO OPTIONS FOR ACTIVATION

Your credit union can elect to activate the auto approvals feature for Flex Loans, or you can send all requests, including those that pass, to the CU*BASE LOS loan queue (Tool #2).

AUTOMATING THE PROCESS: THE SELF SERVICE OPTION

Your credit union has the option to make Flex Loans a self-service option. This means that if the member makes a Flex Loan modification request, pays the fee, and passes the exclusions, their loan payment and term will automatically be adjusted. Your loan officers will see the completed Flex Loan modification request in the CU*BASE LOS loan queue. This will remind them to follow your credit union policies and procedures, such as sending appropriate forms. The information of the initial and modified loan information is saved to a Tracker (if you enter a Tracker and Memo Type in the Flex Loan configuration screen).

Approved requests will appear in the Decision column as “COMPLETED” in the LOS loan queue (Tool #2), and the request detail will have a result of “Auto-approved, processed” in the detail screen, as shown below.

Auto-Approved Flex Loan Modification Request

The screenshot displays the 'Loan Modification Request' interface. At the top, it shows the account base (9) and account type (772). The loan open date is Oct 11, 2018, and the loan balance is 8,557.89. The modification request details include Request # 21, Date Jul 07, 2020, and Result Auto-approved, processed.

Original Terms		Modified Terms	
Maturity date	Oct 11, 2023	Modified maturity date	Jun 11, 2024
Frequency	MONTHLY	Modified payment	190.82
Payment	227.36	# of payments	60
# of payments	60		
Interest rate	3.490		

Result Detail

Delinquent 1 days or more	Pass	Freeze code present	Pass
Delinquent 1 times or more over life of loan	Pass	Membership designation	Pass
Accounts open 30 days or less	Pass	Credit score 650 or below	Pass
Accounts currently over limit	Pass	Loan balance is less than or equal to 2,000 dollars	Pass
Balance currently 81 % or more of avail crdt limit	Pass		

Parameters shown in the Results section are pulled from the current configuration for this category, but the member's actual results are as of the request date. Results will not be recalculated for this member if configuration changes have been made since the request was submitted.

UW Comments: [Navigation icons: back, forward, up, down, print, link, info, help, search]

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Flex Loan modifications that fail the exclusions will be sent to the loan queue to be worked by a loan team officer. See page 8 for a discussion of working requests in the queue.

ELECTING TO WORK ALL LOAN MODIFICATION REQUESTS

Alternately, your credit union can elect to review all Flex Loan modification requests, including those that pass your exclusions.

You might select this feature if your credit union is more risk averse. Or you may also use this model to become more familiar with the loan modifications that pass versus fail before moving to the auto approvals model.

All Flex Loan modification requests will be sent to the CU*BASE LOS loan queue (Tool #2). CU*BASE will indicate whether a request is QUALIFIED or NOT QUALIFIED to assist your loan officer with processing the request. See page 8 for a discussion of working requests in the queue.

LOAN CATEGORY CONFIGURATION

The activation and setup of Flex loans is configured at the category level. Read this section of the booklet to learn more.

ACTIVATION IN THE LOAN CATEGORY CONFIGURATION

After selecting the loan category from **Tool #458 Loan Category Configuration**, select **Future Mods** (F18) to access the screens to set up Flex Loans.

First Loan Category Screen (Flex Loan Not Configured)

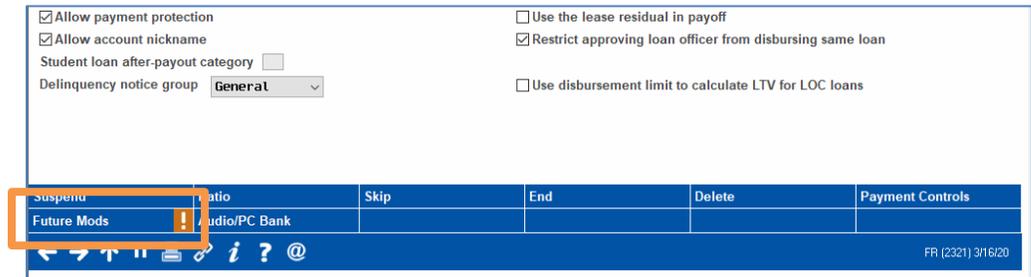
Name	Ratio	Skip	End	Delete	Payment Controls
Future Mods	Audio/PC Bank				

The button will appear as shown above if Flex Loans are not configured.

- **IMPORTANT NOTE:** Flex Loans are currently restricted to closed-end loans, so the **Future Mods** button will only appear on loan categories for these types of loans.

Once Flex Loans is configured, an exclamation point will appear on the Future Mods button (as shown below).

First Loan Category Screen (Flex Loans Configured)



In order for the exclamation point to appear, you must make a change to both the first and second screens used to configure Flex Loan modifications. (See following section.)

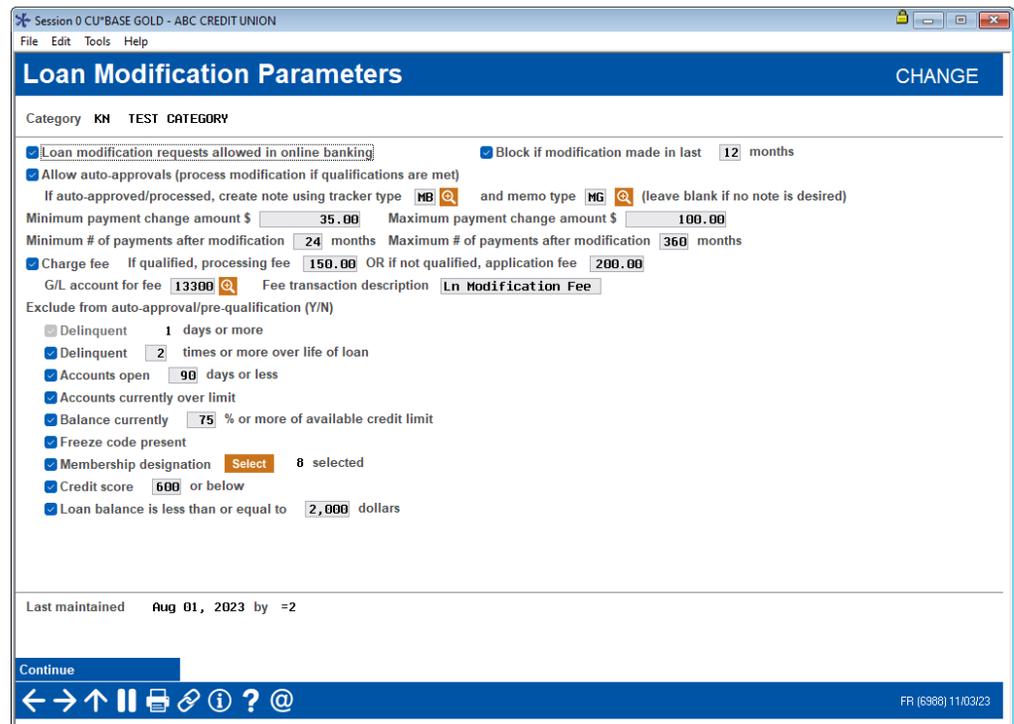
ACTIVATION AND SETTING EXCLUSIONS

After clicking **Future Mods** on the first loan category screen, you will enter the screens that allow you to configure your Flex Loan offering (for that loan category).

The first screen allows you to activate the feature in online banking and set the boundaries and exclusions. The second screen allows you to configure the messaging that the member will see (depending on whether they are approved or not).

The screen will not be filled in upon entry. Following is an example of filled in screens, followed by closeup shots of the various sections of the screen.

First Flex Loan Screen – Activation and Setup



Top Section of First Flex Loans Screen - Activation

<input checked="" type="checkbox"/> Loan modification requests allowed in online banking	<input checked="" type="checkbox"/> Block if modification made in last <input type="text" value="12"/> months
<input checked="" type="checkbox"/> Allow auto-approvals (process modification if qualifications are met)	
If auto-approved/processed, create note using tracker type <input type="text" value="MB"/> and memo type <input type="text" value="MG"/> (leave blank if no note is desired)	

The top section of the first Flex Loans screen allows you to activate the feature so that members can see it online. Check **Loan modification requests allowed in online banking** when you have completed your configuration to activate it. At that point members will see the offers.

This top section also includes **Allow auto-approvals (process modifications if qualifications are met)** which activates optional auto approvals, meaning that the Flex Loans modification are a self-service product. When a qualified member requests a loan modification, the loan modification is enacted without action by the loan department. This section also includes optional fields to enter the Tracker Type and Memo Type to document the details of the auto approvals. *More on auto approvals can be found on page 8.* You can also configure to block requests, if a request was made in a previous number of months, in which case the member will see your messaging for disqualified members.

Middle Section of First Flex Loans Screen – Max/Min Settings

Minimum payment change amount \$ <input type="text" value="35.00"/>	Maximum payment change amount \$ <input type="text" value="100.00"/>
Minimum # of payments after modification <input type="text" value="24"/> months	Maximum # of payments after modification <input type="text" value="360"/> months

The middle of the screen allows you to set the “bumpers” for your Flex Loan offering. Here you can set a minimum payment change amount \$ and maximum payment change amount \$ for the loan payment. You can also set a Minimum # of payments after modification xxx months and a Maximum # of payments after modification xxx months.

Following are a few reasons the member may not see all expected terms.

- In the Flex Loan configuration, your credit union can enter a **minimum payment change amount \$** and **maximum payment change amount \$** for the loan payment. You can also set a **Minimum # of payments after modification xxx months** and a **Maximum # of payments after modification xxx months**. Caution should be taken when using these minimum and maximum fields in combination. Your credit union may unintentionally restrict your member from many modification options. This is because the system calculates the available terms with both fields in mind and only presents options that fit all configuration settings.
- Loan modification requests on loans with **credit life and disability insurance** will only modify to the maximum insurable term. This may mean that some of the terms allowed in the configuration are not presented to the member.
- The system uses the **# of payments left** field to evaluate the terms it presents to the member. With loans created on CU*BASE, as the member makes monthly payments, the system recalculates this number (the NOPAYL field in MEMBER5). If the information in the NOPAYL field is invalid, the member may not be presented all terms

available. [Learn more about the NOPAYL field.](#)
<https://kb.cuanswers.com/cuanswers/ext/kbdetail.aspx?kbid=4729>

Middle Section of First Flex Loans Screen – Fees Section

<input checked="" type="checkbox"/> Charge fee	If qualified, processing fee	<input type="text" value="150.00"/>	OR if not qualified, application fee	<input type="text" value="200.00"/>
G/L account for fee	<input type="text" value="13300"/>	Fee transaction description	<input type="text" value="Ln Modification Fee"/>	

The lower middle section of this configuration screen allows you to configure a fee for using the Flex Loans feature. Once **Charge fee** is checked, the other fields related to fees (shown above) will display. You can enter a fee amount for members who qualify and are auto approved for the Flex Loan modification, and another fee for those that are pre-qualified or do not qualify and require a cu employee to review. (See note below.)

- NOTE: “Qualified” is not tied to auto approvals only. Qualified applicants are those that pass the exclusions. (See following.)

Bottom Section of First Flex Loan Screen – Exclusions

Exclude from auto-approval/pre-qualification (Y/N)	
<input type="checkbox"/> Delinquent	<input type="text" value="1"/> days or more
<input checked="" type="checkbox"/> Delinquent	<input type="text" value="2"/> times or more over life of loan
<input checked="" type="checkbox"/> Accounts open	<input type="text" value="90"/> days or less
<input checked="" type="checkbox"/> Accounts currently over limit	
<input checked="" type="checkbox"/> Balance currently	<input type="text" value="75"/> % or more of available credit limit
<input checked="" type="checkbox"/> Freeze code present	
<input checked="" type="checkbox"/> Membership designation	<input type="button" value="Select"/> 8 selected
<input checked="" type="checkbox"/> Credit score	<input type="text" value="600"/> or below
<input checked="" type="checkbox"/> Loan balance is less than or equal to	<input type="text" value="2,000"/> dollars

At the bottom of the screen are the controls you have in your toolkit to automatically fail your member’s Flex Loan modification request.

- A Flex Loan modification request that fails any of these exclusions will appear in the LOS loan queue with a blank in the Decision column. The detail of the modification request will outline which specific exclusions were failed.
- If auto approvals are activated by your credit union, these exclusions allow you to disqualify members from being auto approved.
- Two exclusions are evaluated at the membership level: membership designation exclusion and credit score.
- All the other exclusions are matched against the loan for which the member is trying to make the loan modification. Any delinquency is counted against the member auto qualifying. Refer to the information on the following page for more information.
- Other loans (and other accounts) are not considered when excluding the member. For example, if you check to exclude delinquent xx days or more, only the loan under consideration for a Flex Loan modification is evaluated for delinquency.
- NOTE: Care should be taken if you change your exclusions. Members will be shown to PASS or FAIL these exclusions in the LOS

Loan Queue loan modification request detail. The members' pass/fail status will be based against the configuration at the time they make the request.

ONLINE BANKING MESSAGING

If you check **Loan modification requests allowed in online banking** and use Enter, you will advance to the second Flex Loans configuration screen where you can enter the messaging the member sees when they complete their Flex Loan modification request online.

There are four sections that appear on this screen if auto approvals are activated. (If auto approvals are not activated, the last or fourth section will not appear.)

Second Flex Loans Screen – Online Banking Messaging

The screenshot shows a web application window titled "Session 0 CU*BASE GOLD - ABC CREDIT UNION". The main heading is "Loan Modification Parameters" with a "CHANGE" button. The category is "04 SIGNATURE LOAN".

Section 1: Sales information about the loan modification feature and process. The text reads: "Interested in lowering your payment or making changes to your existing loan? To qualify your loan must have a balance of over \$2,000, term greater than 24 months, open for at least 90 days, balance to disbursement limit less than 75% and be in good standing. A processing fee of \$150/\$200 will be charged for automated approvals/requests needing manual review."

Section 2: Text if pre-qualified but not auto-approved. The text reads: "Thank you for applying for a loan modification! Your loan will be reviewed by our loan team and you will receive notification of a decision within 24 hours. If you have any questions please contact 616-555-1212."

Section 3: Text if not pre-qualified. The text reads: "Thank you for applying for a loan modification! Your loan will be reviewed by our loan team and you will receive notification of a decision within 24 hours. If you have any questions please contact 616-555-1212."

Section 4: Text if auto-approved. The text reads: "Thank you for applying for a loan modification! Your loan has been auto-approved and the terms of your loan have been changed to the new terms you requested."

At the bottom of the screen, there is a navigation bar with icons for back, forward, home, print, and help, along with the date "FR 6/9/23 11:03:23".

Below is an explanation of each section of the screen.

- 1.) **Sales information about the loan modification feature and process:** This is the messaging the member sees when they elect to make a Flex Loan modification request. Here your credit union might explain the program, your fees and other information.

Example for #1: Sales Information

Sales information about the loan modification feature and process

Interested in lowering your payment or making changes to your existing loan? To qualify your loan must have a balance of over \$2,000, term greater than 24 months, open for at least 90 days, balance to disbursement limit less than 75% and be in good standing.
A processing fee of \$150/\$200 will be charged for automated approvals/requests needing manual review.

- 2.) **Text if pre-qualified but not auto approved:** This text is viewed by the member when they complete their Flex Loan modification request if they **pass** the exclusions. *This is used if your credit union has not activated auto approvals.*

Example for #2: Pre-Qualified

Text if not pre-qualified

Thank you for applying for a loan modification!
Your loan will be reviewed by our loan team and you will receive notification of a decision within 24 hours.
If you have any questions please contact 616-555-1212.

- 3.) **Text if not pre-qualified:** This text is viewed by the member when they complete their Flex Loan modification request if they **fail one or more of** the exclusions. (Your credit union can still approve the modification request from the LOS loan queue upon review.)

Example for #3: Not Pre-Qualified

Text if not pre-qualified

Thank you for applying for a loan modification!
Your loan will be reviewed by our loan team and you will receive notification of a decision within 24 hours.
If you have any questions please contact 616-555-1212.

- 4.) **Text if auto-approved:** This text is viewed by the member if they **pass** the exclusions, **and your credit union has activated auto-approvals**. *NOTE: This area of the screen will not appear unless auto approvals are turned on by your credit union.*

Example for #4: Auto-Approved (only shown if auto-approvals are activated)

Text if auto-approved

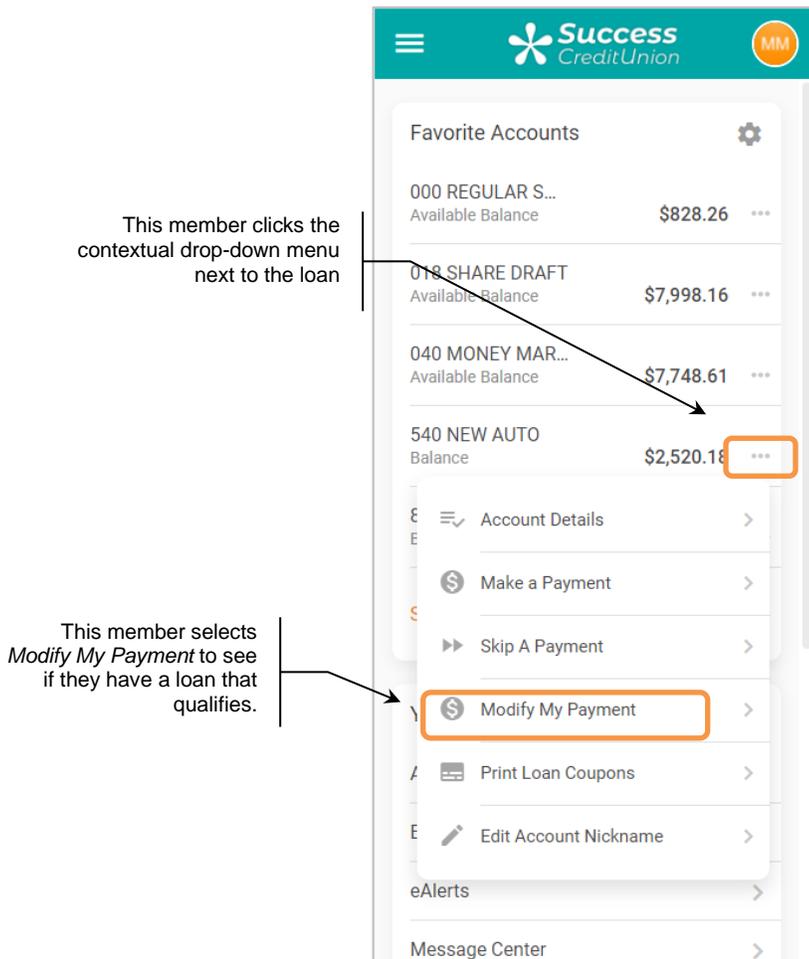
Thank you for applying for a loan modification!
Your loan has been auto-approved and the terms of your loan have been changed to the new terms you requested.
You will receive your new loan disclosures via email within 24 hours.
If you have any questions, please contact our team at 616-555-1212.

GRANTING ACCESS TO FLEX LOANS IN ONLINE BANKING

For the member to access the Flex Loans feature online, you must grant them access points in online banking. Below are several examples of options you might configure in ItsMe247 Manager. Other options and wording are available.

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/>

Contextual Menu Method for Member to Access the Flex Loan Module



OTHER Ways To Advertise Flex Loans to Members

Other ways that your credit union can advertise your Flex Loan program include adding it in a Member Offers section in the left navigation of your website and creating an online banking advertisement about the feature.

Following is how the left navigation might look in the full **It's Me 247** desktop and mobile versions. This will take you directly to the Flex Loan payment adjuster screens.

Desktop Version

The desktop version of the Success Credit Union website features a teal header with the logo and navigation links: Home, Pay & Transfer, Member Services, Go Mobile, and New Accounts. The user's name, KATHERINE, is displayed in the top right corner. The main content area includes a sidebar with options like eAlerts & Text Notifications, Custom Form, Member Offers, and Money Management. The 'Member Offers' section is highlighted with an orange box, and the 'Modify a Loan Payment' option is selected. The main content area displays 'Favorite Accounts' with two accounts: '000 REGULAR SHARE' with an available balance of \$0.00 and '560 ID USED AUTO' with a balance of \$21,295.69. A 'See Full Account Summary' link is provided for the second account. Below this, there is a 'Your Favorite Features' section.

Mobile Version

The mobile version of the Success Credit Union website features a teal sidebar with navigation links: Home, Pay & Transfer, Member Services, Go Mobile, New Accounts, Feature of the Week, Member Offers, Money Management, Contact Us, and Help. The 'Member Offers' section is highlighted with an orange box, and the 'Modify a Loan Payment' option is selected. The rest of the page content is partially visible on the right side.

THE MEMBER EXPERIENCE

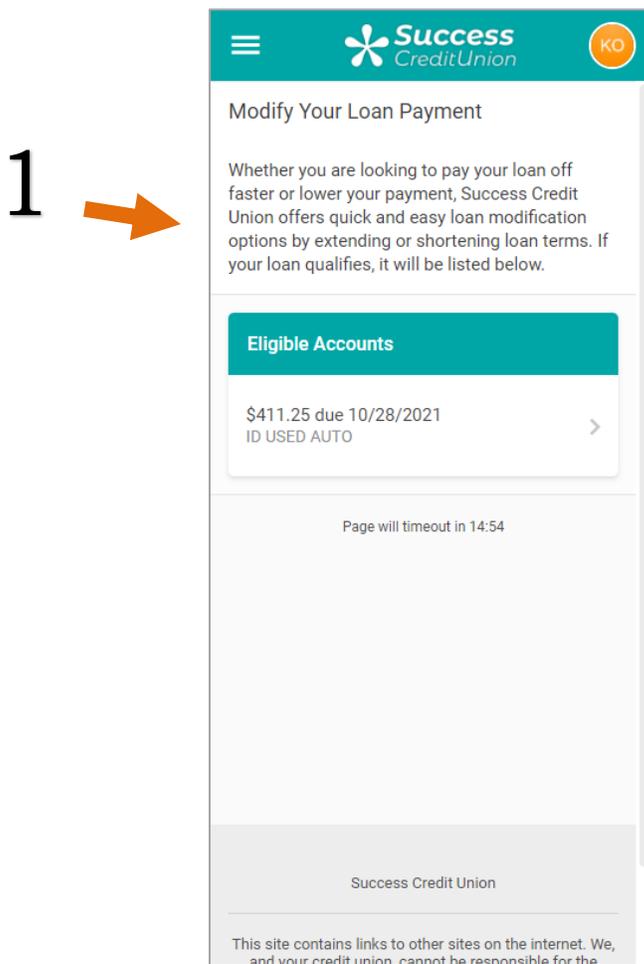
Let's look at the experience of a member online once they have selected an access point to the Flex Loans module from one of the access points shown previously.

REQUESTING A LOAN MODIFICATION

First let's look at the entry screen is a member is eligible for a flex loan modification. The first screen shows the loans that are eligible for a payment adjustment.

The member selects this loan to see how they can adjust their payment.

Flex Loans Payment Entry Screen

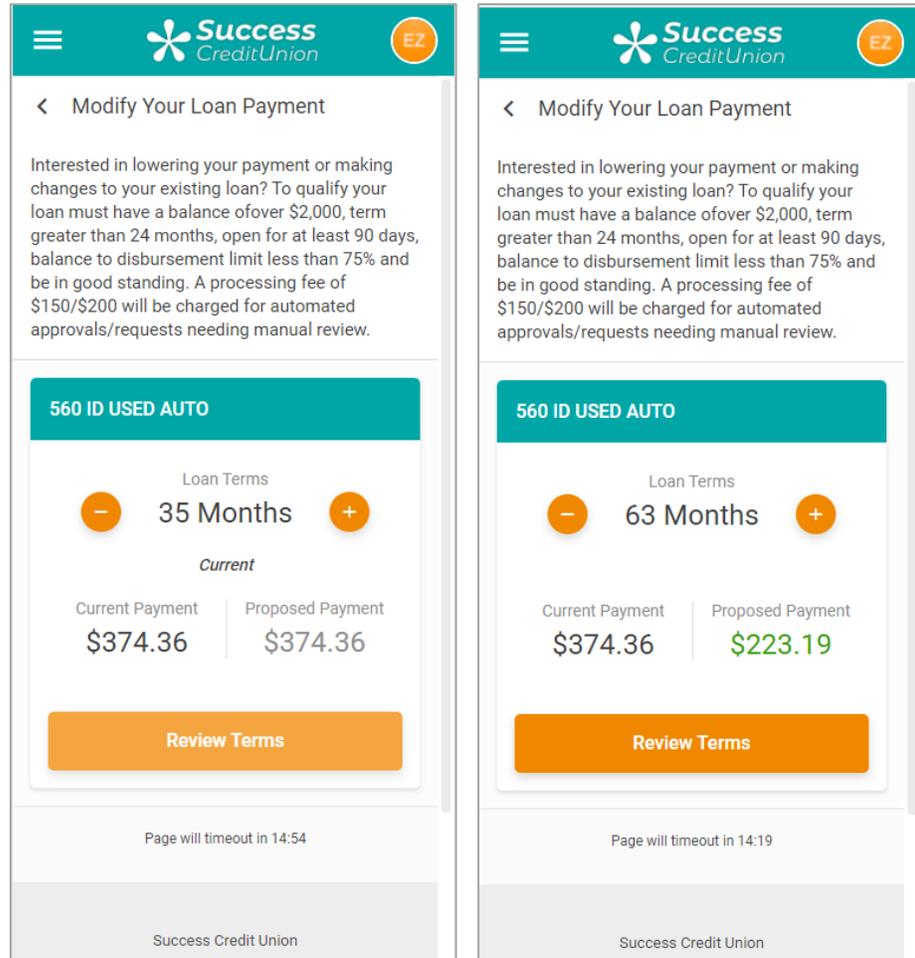


NOTE: The arrow points to the sales text that is configured by your credit union on the second Flex Loan configuration screen. See page 14. (Slightly different demo text is shown on the configuration screen sample.)

Next the member uses the Flex Loans adjuster to adjust their payment. This member has 35 months left on their loan and a loan payment of \$374.36.

To adjust their loan, the member clicks the plus button next to their term. The new term and new payment are shown to the member.

Member Uses the Flex Loan Adjuster to Find a Term and Payment



To advance and review the term, the member clicks *Review Terms*.

Member Reviews the Term and Selects a Fee Account

The image displays two sequential screenshots of the Success Credit Union mobile application interface, specifically the 'Review Proposed Loan Terms' screen. Both screens show the following information:

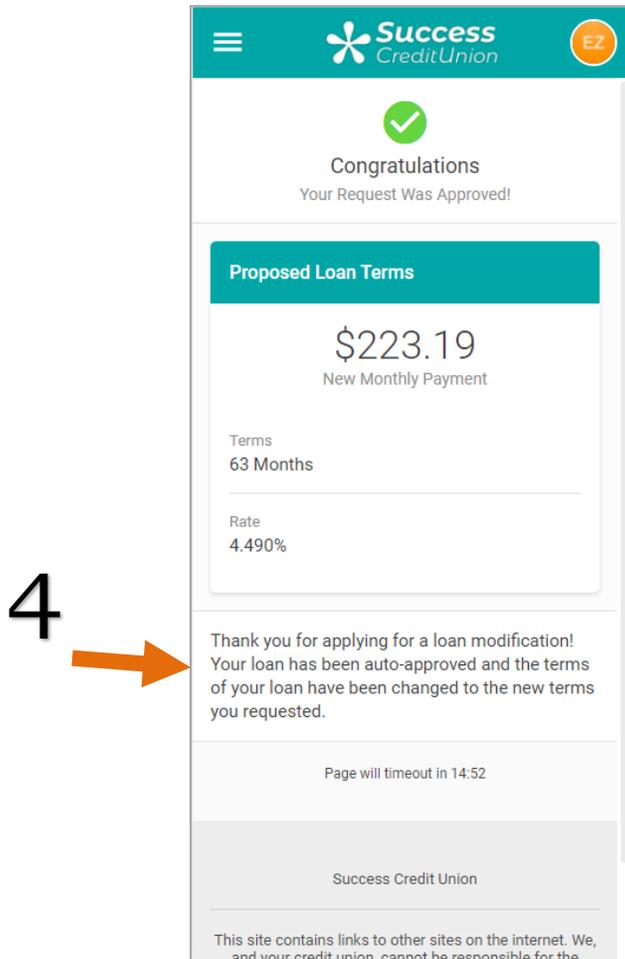
- Header:** Success Credit Union logo and 'EZ' indicator.
- Title:** Review Proposed Loan Terms.
- Proposed Loan Terms:**
 - New Monthly Payment: \$223.19
 - Terms: 63 Months
 - Rate: 4.490%
- Processing Fee:** You will incur a \$0.00 processing fee to request this loan change. Select an account to draw this fee from:
- Account Selection:**
 - Left screenshot: 'No Accounts Available...' (dropdown menu)
 - Right screenshot: '000 REGULAR SHARE: \$100.00' (dropdown menu)
- Buttons:** 'Back' and 'Submit Request'.
- Footer:** Page will timeout in 14:54 (left) / 14:53 (right) and Success Credit Union.

The member reviews the rate and selects an account they will use to pay the fee. The accounts displayed for the member to choose from are savings or checking accounts with sufficient funds to cover the processing fee listed in the window. (Accounts without sufficient funds will not be displayed).

At this point the member clicks *Submit Request*.

WHAT THE MEMBER SEES IF THEY ARE AUTO-APPROVED

What the member sees depends on several things configured at the category level. If your credit union configured auto approvals, and the member passes the exceptions you have configured, the member will see the auto approvals text.



NOTE: The arrow points to the auto approval text that is configured by your credit union on the second Flex Loan configuration screen. See page 14.

When the member moves to their loan details, it will show that the loan has been automatically adjusted to the new term and payment amount.

WHAT THE MEMBER SEES IF THE LOAN MODIFICATION IS PRE-QUALIFIED

If you do not have auto approvals turned on, and the member passes the exclusions, they will see the text you wrote for Flex Loan requests that are pre-qualified, but not yet approved. (This request will appear in the LOS loan queue with the Decision of QUALIFIED for your loan officer to evaluate and approve.)

2



Thanks For Your Request!

Proposed Loan Terms

\$74.65
New Monthly Payment

Terms	40 Months
Rate	15.625%

Thank you for applying for a loan modification! Your loan will be reviewed by our loan team and you will receive notification of a decision within 24 hours. If you have any questions please contact 616-555-1212

Page will timeout in 13:39

ABC Credit Union

EQUAL HOUSING OPPORTUNITY

EQUAL HOUSING LENDER

NOTE: The arrow points to the text for pre-qualified modifications that is configured by your credit union on the second Flex Loans configuration screen. This text is used if you have not activated auto approvals. See page 14.

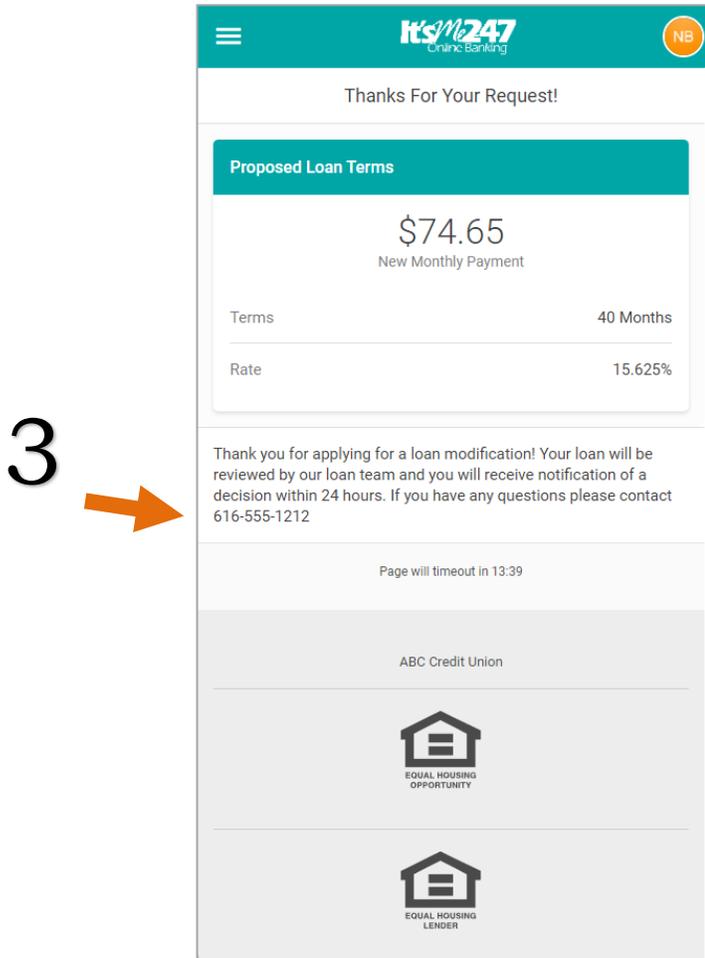
NOTE: The configuration screen shows slightly different text and has advice on handling delinquent members.

WHAT THE MEMBER SEES IF THEY DO NOT QUALIFY

If the member fails one or more of the exclusions, they will see the text your credit union configured in the “Text if not prequalified” section of the loan configuration screen.

This Flex Loan request will appear in the LOS loan queue with the Decision column being blank. The loan officer can ‘Work with the Request’ and elect to approve or deny the request at that time.

See page 9 for information on what the loan officer can do in the queue.

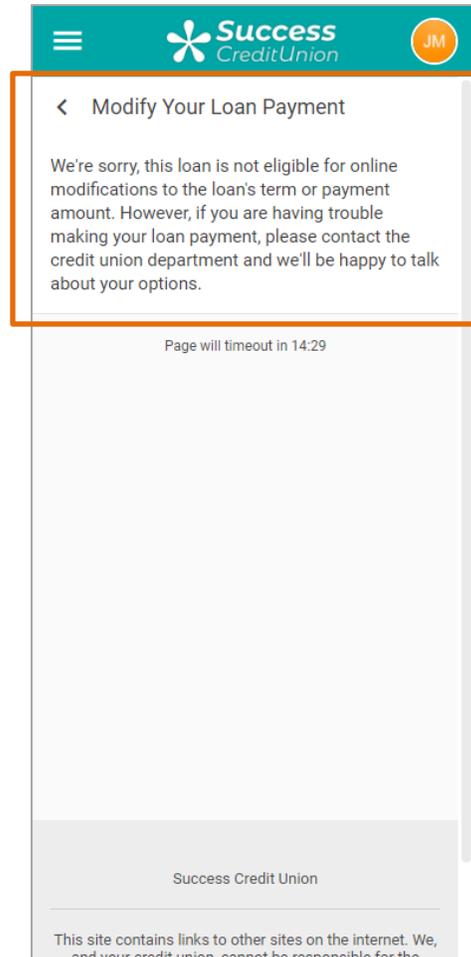


NOTE: The arrow points to the text for modifications that fail one or more of the exclusions that are configured by your credit union on the second Flex Loan configuration screen. See page 14.

WHAT THE MEMBER SEES IF THEY CANNOT MODIFY THEIR LOAN

If the loan does not meet the requirements for Flex Loans because it is outside your allowed payment or term minimum or maximums the members will not be allowed to submit a request and will see the text as shown below.

Messaging if the Member Cannot Modify Their Loan



System Generated Messaging for Members Who Cannot Modify Their Loan

“We’re sorry, the loan is not eligible for online modifications to the loan’s term or amount. However, if you are having trouble making your loan payment, please contact the credit union loan department and we’ll be happy to talk to you about your options.”

This is not to be confused with failing the exclusions, which presents the previous message. One situation where the member might not be able to modify their loan is if their loan term remaining is lower than the minimum loan term allowed or their minimum payment change amount would be too large of a payment change. NOTE: This message is not configurable.

Area of Configuration that Applies to the Messaging Above

Minimum payment change amount \$	<input type="text" value="100.00"/>	Maximum payment change amount \$	<input type="text" value="400.00"/>
Minimum # of payments after modification	<input type="text" value="1"/> months	Maximum # of payments after modification	<input type="text" value="60"/> months

WORKING THE CU*BASE LOS LOAN QUEUE

Once a Flex Loan modification request is made by a member, it is sent to the LOS loan queue to be worked.

ACCESSING THE LOAN MODIFICATIONS TAB

Your loan officer will go to the loan queue to work Flex Loan modification requests. This is done using the same tool used to work other loan requests, **Tool #2 Work/View Application Status**.

LOS Loan Queue – Work/View Application Status (Tool #2)

Work/View Application Status Pending Processing

Created: From To [MMDDYYYY]

Jump to: Loan app # Last name

Filters OFF Save Settings Clear All Filters

Central Underwriting Status

App #	Applicant Name	App Date/Time	DC	Pass	Fail	Review	Int	ID	Action
052786	MARCL	Oct 11 11:17	HB				96	96	HOME BANKING REQUEST
052787	ANTHC	Oct 11 10:24	HB				96	96	HOME BANKING REQUEST
052786	PANDC	Oct 11 08:37	HB				96	96	
052785	RONNI	Oct 10 22:13	HB				96	96	HOME BANKING REQUEST
052784	RICHF	Oct 09 22:45	HB				96	96	
052783	ANGEL	Oct 09 08:39	HB				33	33	SUBMIT TO UNDERWRITE
052782	PANDC	Oct 09 04:43	HB				33	33	WAITING FOR INFO
052768	PANG	Oct 08 11:53	CU				07	07	WAITING FOR INFO
052764	TERRI	Oct 08 10:18	CU				07		
052759	ASHAN	Oct 07 16:11	HB				33		
052755	BARBF	Oct 07 15:00	CU				33	33	WAITING FOR INFO
052754	DAVIC	Oct 07 14:19	CU				07		

Work With Loan Request
 Underwriting Comments
 Dealer
 Decision
 Checklist
 Application Comments
 Loan File
 Delete Application

New Application Loan Amount Activity Tracking Counts by UW Code Web Version View Power Line
Key Activity Tracking Wait Times This Week

69911 10/25/21

From the entry view, select the **Modifications** tab.

The screen shown below shows what a credit union will see in the loan queue if **auto approvals are not activated**.

LOS Loan Queue (Modifications Tab) – Auto Approvals Not Activated

The screenshot shows a web application interface for 'Work/View Application Status'. At the top, there are filters for 'Created: From Sep 25, 2021 To Oct 25, 2021' and buttons for 'Pending', 'Booked', and 'Denied'. Below the filters is a table with the following data:

Req #	Account Name	Req Date/Time	Account	Typ	Decision
000007	JOEL	Oct 21 10:14	29	586	
000006	KATH	Oct 21 09:58	57	566	Qualified
000001	ERIC	Oct 21 09:40	32	566	Completed

Below the table, there are several action buttons: 'Work With Request', 'Account Inquiry', 'Underwriting Comments', 'Delete Request', 'Print Forms', 'Loan File', and 'Dealer'. The 'Decision' column in the table is highlighted with a purple box, and the 'Modifications' button in the top right is also highlighted with a purple box.

As you can see, the **Decision** column includes these decisions:

From online banking:

- **blank** (no decision). This means that the request failed the exceptions. The detail of the loan modification (which can be seen when you use the action 'Work With Req') will show the exclusions failed. The loan officer can either elect to approve this request or deny it.
- **Qualified**. This means that the request passed the exceptions, but since auto approvals are not activated, the loan officer still needs to approve the request.

Indicates that an action was taken by a loan officer:

- **Denied**. This means that the request was denied by a loan officer.
- **Completed**. This means that the request was approved by a loan officer. (See page 25 for directions on approving a request from the queue.)

The screen shown below shows what a credit union will see in the loan queue if **auto approvals are activated**.

LOS Loan Queue (Modifications Tab) – Auto Approvals Activated

The screenshot shows a web application window titled "Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U". The main heading is "Work/View Application Status" with a "Modifications" tab selected. The interface includes filters for "Created: From Sep 25, 2021 To Oct 25, 2021" and buttons for "Pending", "Booked", "Denied", "Modifications", and "1Click Offers". A table displays the following data:

Req #	Account Name	Req Date/Time	Account	Type	Decision
000007	JOEL	Oct 21 10:14		9 580	
000006	KATHE	Oct 21 10:11		7 560	Completed
000001	ERIC	Oct 21 09:40		2 560	Completed

Below the table are navigation icons and a "New Application" button. The bottom status bar shows "63911 10/25/21".

As you can see, the **Decision** column includes these decisions:

From online banking:

- **Completed.** This means that the request was approved with the auto approval process. The loan officer can use Member Inquiry from the loan queue to see the Tracker conversation created. (This requires that your credit union configured a Tracker and Memo Type in your configuration.) This information is also in the detail of the modification request.
 - See additional note below for what **Completed** can also mean.

The loan officer can then work this processed request following the policies and procedures of your credit union, for example sending the appropriate forms to the member.

- **blank** (no decision). This means that the request failed the exceptions. The detail of the loan modification will show the exclusions failed. The loan officer can either elect to approve this request or deny it.

Indicates that an action was taken by a loan officer:

- **Denied.** This means that the request that was blank was denied by a loan officer.

- **Completed.** This means that the request that was blank was approved by a loan officer. (See page 25 for directions on approving a request from the queue.)

REVIEWING AN AUTO APPROVED MODIFICATION REQUEST

For credit unions that activate auto approvals, modification requests that are auto approved will come into the LOS loan queue with a Result of COMPLETED. At this point your loan officer follows your credit union policies and procedures, for example to send out the appropriate forms.

In the LOS loan queue, your loan officer can view detail of the modification request. This is done by selecting the request, and then **Work With Req.**

LOS Loan Queue (Modifications) – Auto Approved Modification Request

The screenshot shows a web application window titled 'Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U'. The main heading is 'Work/View Application Status' with a sub-heading 'Modifications'. The interface includes filters for 'Created: From Sep 25, 2021 To Oct 25, 2021' and buttons for 'Pending', 'Booked', 'Denied', 'Modifications', and 'Click Offers'. A table lists modification requests with columns for 'Req #', 'Account Name', 'Req Date/Time', 'Account', 'Type', and 'Decision'. The row for 'ERIC' is highlighted with an orange box, showing a 'Completed' status. Below the table, a row of action buttons includes 'Work With Request', 'Account Inquiry', 'Underwriting Comments', 'Delete Request', 'Print Forms', 'Loan File', and 'Dealer'. The 'Work With Request' button is highlighted with an orange box. At the bottom, there is a 'New Application' section and a navigation bar with icons for back, forward, home, print, search, and help, along with a user ID '(6991) 10/25/21'.

Req #	Account Name	Req Date/Time	Account	Type	Decision
000007	JOEL	Oct 21 10:14	29	580	
000001	ERIC	Oct 21 09:40	32	560	Completed

Modification Request – Auto Approved (Detail)

Original Terms		Modified Terms	
Maturity date	Oct 11, 2023	Modified maturity date	Jun 11, 2024
Frequency	MONTHLY	Modified payment	190.82
Payment	227.36	# of payments	68
# of payments	60		
Interest rate	3.490		

Result Detail					
Delinquent	1 days or more	Pass	Freeze code present	Pass	
Delinquent	1 times or more over life of loan	Pass	Membership designation	Pass	
Accounts open	30 days or less	Pass	Credit score	650 or below	Pass
Accounts currently over limit		Pass	Loan balance is less than or equal to	2,000 dollars	Pass
Balance currently	81 % or more of avail crdt limit	Pass			

i Parameters shown in the Results section are pulled from the current configuration for this category, but the member's actual results are as of the request date. Results will not be recalculated for this member if configuration changes have been made since the request was submitted.

UW Comments

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FR (5107) 7/07/20

The Result will show as **Auto approved, processed**. If configured, the results of the auto approval are also documented in the Tracker of the member. This is recorded on the loan suffix.

MANUAL APPROVAL OF A MODIFICATION REQUEST FROM CU*BASE

A modification request can be manually approved from the loan queue if it does not have the decision of **Completed** or **Denied**.

In the example below, a loan officer works at ABC Credit Union that has not activated auto approvals. Because of this the loan queue has modification requests with a Decision of **Qualified**.

Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U

File Edit Tools Help

Work/View Application Status

Created: From To [MMDDYYYY]

Jump to: Loan app # Last name

Filters OFF

Pending Booked Denied

Modifications 1Click Offers

Req #	Account Name	Req Date/Time	Account	Type	Decision
000006	KATH	Oct 21 09:58	57	560	Qualified
000001	ERLC	Oct 21 09:48	32	300	Completed

Work With Request Account Inquiry Underwriting Comments Delete Request

Print Forms Loan File Dealer

New Application

63911 10/25/21

To manually approve this pre-qualified modification request, the loan officer selects it and then **Work With Req.**

At this point the loan officer can see the details of the modification request, including the term and payment change and if the member passed all of the exclusions. To approve the modification request, the loan officer clicks **Approve**.

Detail of “Qualified” Loan Request

The screenshot shows a software window titled "Session 0 CU*BASE GOLD - ABC CREDIT UNION" with a menu bar (File, Edit, Tools, Help). The main heading is "Loan Modification Request".

Account base	GEORGE			Modification Request	
Account type	775	Loan open date	Jun 24, 2019	Request #	31
Category	08 VEHICLE LOANS	Loan balance	9,897.49	Date	Mar 17, 2020
				Result	

Original Terms		Modified Terms	
Maturity date	Jun 30, 2024	Modified maturity date	Sep 30, 2025
Frequency	MONTHLY	Modified payment	186.14
Payment	245.20	# of payments	75
# of payments	60		
Interest rate	3.990		

Result Detail					
Delinquent	1 days or more	Pass	Freeze code present	Pass	
Delinquent	2 times or more over life of loan	Pass	Membership designation	Pass	
Accounts open	90 days or less	Pass	Credit score	600 or below	Pass
Accounts currently over limit		Pass	Loan balance is less than or equal to	2,000 dollars	Pass
Balance currently	75 % or more of avail crdt limit	Pass			

i Parameters shown in the Results section are pulled from the current configuration for this category, but the member's actual results are as of the request date. Results will not be recalculated for this member if configuration changes have been made since the request was submitted.

Below the results, there is a "Comments" section with an "Approve" button highlighted by an orange box.

The bottom of the window features a navigation bar with arrows, a printer icon, a help icon, and a timestamp: FR (5107) 3/19/20.

NOTE: The Result detail will show the current exclusions of the current configuration. Note that if the configuration has been changed since the request was made, the member's pass/fail status is still based on the configuration at the time they made the request.

To finalize processing the loan modification request, the loan officer clicks **Process Refinance** on the screen shown below.

- The loan officer can also make any changes, they need to in any of the open fields. They could for example contact the member and arrange with the member to alter the terms to be different than what was submitted.

Processing the Flex Loan Modification Request

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Loan / Open Credit Refinance

Account	-775	Name	GEORGE
Balance	9,897.49	Purpose	USED VEHICLE
Interest due	0.00	Security	USED CAR
Gov't interest due	0.00		
# of payments left	60	Delinquency months	0
		Delinquency days	0
		Delinquency amount	0.00

Loan Refinance Processing

Date opened	Jun 24, 2019 [MMDDYYYY]	Payment frequency	M
Maturity date	Sep 30, 2025 [MMDDYYYY]	# of payments	75
First payment date	Jul 30, 2019 [MMDDYYYY]	Note #	0000000
Next payment date	Oct 30, 2020 [MMDDYYYY]	Delinquency fine ID	4
Disbursement limit	13,306.64	Delinquency fine amount	0.00
Payment amount	186.14	<input type="checkbox"/> Initialize delinquency status	
Interest rate	3.990		
Opened by	18	Review date	Jun 24, 2024 [MMDDYYYY]

i Refinances & extensions should be governed by Credit Union policy. The changes made on this screen have ramifications on how the loan will be handled. If you are at all unsure of how your changes will affect the system, please contact a Client Service Representative for guidance.

Process Refinance

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FR (6366) 3/19/20

At this point the term and payment are updated on the loan. The loan officer is presented the loan forms (LN forms) and can proceed following credit union policies and procedures.

Loan Forms to Print Screen

When the loan officer uses the backup arrow, the **Result** changes to reflect it has been approved.

Result Updated

In the LOS loan queue, the request is now marked **Completed**.

Request Marked "Approved"

Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U
File Edit Tools Help

Work/View Application Status

Created: From To [MMDDYYYY]

Jump to: Loan app # Last name

Filters OFF

Pending Booked Denied
Modifications 1Click Offers

Req #	Account Name	Req Date/Time	Account	Type	Decision
000007	JOEL	Oct 21 10:14	9	580	
000006	KATHE	Oct 21 10:11	7	560	Completed
000001	ERIC	Oct 21 09:40	2	560	Completed

Work With Request
 Account Inquiry
 Underwriting Comments
 Delete Request
 Print Forms
 Loan File
 Dealer

New Application

← → ↑ || 🖨️ 🔗 ⓘ ? @ (6391) 10/25/21

DENIAL OF A LOAN MODIFICATION FROM CU*BASE

In this example, the loan officer will deny a modification request that failed one or more exclusions (and for this reason has a **Result** that is blank).

Working a Denial

Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U
File Edit Tools Help

Work/View Application Status

Created: From To [MMDDYYYY]

Jump to: Loan app # Last name

Filters OFF

Pending Booked Denied
Modifications 1Click Offers

Req #	Account Name	Req Date/Time	Account	Type	Decision
000007	JOEL	Oct 21 10:14	9	580	
000001	ERIC	Oct 21 09:40	2	560	Completed

Work With Request
 Account Inquiry
 Underwriting Comments
 Delete Request
 Print Forms
 Loan File
 Dealer

New Application

← → ↑ || 🖨️ 🔗 ⓘ ? @ (6391) 10/25/21

The loan officer selects the modification request and then **Work With Req.**

The detail of the modification request shows the loan officer which exclusions the request failed.

Denying a Request

The screenshot shows the 'Loan Modification Request' window for account base 1 DAVID. The loan is for a vehicle, opened on Jul 21, 2017, with a balance of 21,616.91. The modification request #36, dated Mar 17, 2020, has a result of 'NOT qualified'. The interface compares original terms (maturity Nov 21, 2025, monthly payments of 355.44) with modified terms (maturity Feb 21, 2027, monthly payments of 299.46). A 'Result Detail' section lists various criteria with 'Pass' or 'Fail' status. A 'UW Comments' section at the bottom has 'Approve' and 'Deny' buttons, with 'Deny' highlighted by an orange box.

Original Terms		Modified Terms	
Maturity date	Nov 21, 2025	Modified maturity date	Feb 21, 2027
Frequency	MONTHLY	Modified payment	299.46
Payment	355.44	# of payments	115
# of payments	100		
Interest rate	4.490		

Result Detail					
Delinquent	1 days or more	Pass	Freeze code present	Pass	
Delinquent	2 times or more over life of loan	Fail	Membership designation	Pass	
Accounts open	90 days or less	Pass	Credit score	600 or below	Fail
Accounts currently over limit		Pass	Loan balance is less than or equal to	2,000 dollars	Pass
Balance currently	75 % or more of avail crdt limit	Pass			

To deny the request, the loan officer clicks **Deny**.

Confirmation Window for Denial

This screenshot shows the same 'Loan Modification Request' window as above, but with a 'Session 0 - Confirm' dialog box overlaid. The dialog box contains the text: 'This loan modification request will be DENIED. Please confirm.' Below the text is an 'Add/Update' button, which is highlighted with an orange box. The background interface is partially obscured by the dialog box.

A confirmation window appears. The loan officer clicks **Add/Update**.

The loan officer advances to the standard denial screens and processes the denial according to the credit union policies and procedures.

Denial Process Continued

Session 0 - ABC CREDIT UNION
File Edit Tools Help

Denied Application Processing

Corp ID Account #

OR
SSN/TIN :

DAVID
3101 RD
 MI

Notice type
Date of application [MMDDYY]

i Verify Corp ID for non-members.

Accept

FR (13) 3/19/20

Loan modifications denials remain in the LOS loan queue after they are deleted. (They are not recorded in the same file as loan application denials.)

- Forms for these types of denial are not retained by the system.

Denied Loan Modification Request Remains in LOS Queue

Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U

File Edit Tools Help

Work/View Application Status Modifications

Created: From To [MMDDYYYY]

Jump to: Loan app # Last name

Req #	Account name	Req Date/Time	Account	Type	Decision
000007	JOEL [REDACTED]	Oct 21 10:15	[REDACTED] 29	580	Denied
000006	KATU [REDACTED]	Oct 21 10:11	[REDACTED] 27	550	Completed
000001	ERIC [REDACTED]	Oct 21 09:40	[REDACTED] 32	560	Completed

New Application

← → ↑ || 🖨️ 🔗 ⓘ ? @
BT (6391) 10/25/21

DELETING A MODIFICATION REQUEST

To remove a modification request from the LOS loan queue, the loan officer selects it and then selects **Delete Req.** A confirmation window will appear.

Deleting a Modification Request

The screenshot displays the 'Work/View Application Status' interface. At the top, there are filters for 'Created: From Sep 25, 2021 To Oct 25, 2021' and buttons for 'Pending', 'Booked', 'Denied', 'Modifications', and '1Click Offers'. Below the filters is a table with columns: Req #, Account Name, Amount, Type, and Decision. The table contains three rows of data:

Req #	Account Name	Amount	Type	Decision
000007	JOEL	9	580	Denied
000006	KATHI	7	560	Completed
000001	ERIC	2	560	Completed

A confirmation dialog box is overlaid on the table, titled 'Session 0 CU*BASE GOLD - *** CONFIRM DELETE ***'. The dialog text reads: 'Loan mod request 7 JOEL [REDACTED] will be DELETED! Please confirm.' Below the text is a 'Delete' button, which is highlighted with an orange box. At the bottom of the dialog are navigation icons and a user ID '(5578)'. Below the table, there are several action buttons: 'Work With Request', 'Account Inquiry', 'Underwriting Comments', 'Delete Request' (highlighted with an orange box), 'Print Forms', 'Loan File', and 'Dealer'. At the bottom of the interface, there is a 'New Application' section and a navigation bar with icons and a user ID '(6391) 10/25/21'.

To confirm the deletion, your loan officer clicks **Delete** on the confirmation window.

IMPORTANT: At this point, the modification request is removed from the LOS loan queue. Since the queue is the main method to save a record of Flex Loan modification requests, care should be taken when deleting requests.

- NOTE: If configured, your credit union will have a system-generated Tracker record of the modification request if the request was auto approved and your credit union has configured a Tracker Type and Memo Type in the configuration to record these types of approvals.

REPORTING

LOS LOAN QUEUE

Flex Loan modification requests remain in the loan queue until they are deleted. The most recent modification request appears at the top of the listing. You can use the filters at the top of the LOS loan queue to filter and find modifications further down the list.

TRACKER

When the loan modification request is auto approved, this information is recorded in a Tracker, if a Tracker and Memo Type are configured in the Flex Loan configuration.

This Tracker can then be seen on the members' loan or via the Tracker Report.

Example of Tracker

The screenshot shows a software window titled "Session 0 - Member Tracker Review" with a menu bar (File, Edit, Tools, Help) and a blue header "Member Tracker Review". Below the header, there are input fields for "Account", "Conversations" (set to 1), and "Position to date" (with a calendar icon and "[MMDDYYYY]" format). The main content area displays the following text:

```
Contact - Date: 07/07/2020   Time: 15:40:00   By Emp: 96
      Name:                               Memo Type: MD LN MOD
Loan modification requested by member in online/mobile banking
on 07/07/2020. Request was auto-approved and has been processed.
Original terms: Maturity date 10/11/2023, Frequency MONTHLY, Payment 227.36
# of payments 60, Rate 3.490%.
New terms: Maturity date 06/11/2024, Frequency MONTHLY, Payment 190.82,
# of payments 68, Rate 3.490%.
Qualification results:
Delinquent 1 days or more - Pass
Delinquent 1 times or more - Pass
Account open 30 days or less - Pass
Account currently over limit - Pass
Balance 81% or more of avail crdt limit - Pass
Freeze code present - Pass
Membership designation - Pass
Credit score 650 or below - Pass
Loan balance less than or equal to 2000 - Pass
```

NOTE: If an exclusion is not used in the configuration, it will not appear in the Tracker.

TABLE (FILE) AND COLUMN (FIELD) RECORDING

The Flex Loans/Loan Modifications are recorded in the table LNMODREQ.

When the loan is approved or denied, the following fields in the LNMODREQ table are updated.

- MRMESSAGEID – Modification Request Message ID
- MRMMATDT - Modified Maturity Date
- MRMPMTAMT – Modified Payment Amount
- MRMNUMPMT – Modified Number of Payments
- MRLSTUPDDT – Last Update Date
- MRLSTUPDTM – Last Update Time
- MRLSTUPDID – Last Update User ID
- MRLSTUPDTS - Last Update Timestamp

The configuration information is recorded in two tables LNMODCFG and LNMODMSG.

Changes to loans made via Flex Loans are recorded in the CUFMAINT table and will show on the daily maintenance report LELOG.

Fields in MEMBER5 that are updated if the loan modification is approved:

- DBAMT – Disbursement Amount
- PAYMNT – Scheduled Payment
- MATDAT – Maturity Date
- NOPAY - # of Payments Total
- NOPAYL - # of Payments Left

Changes to the loan payment will be recorded in the Loan Payment History table MEMLNPAH.

Fee's charged for the Flex Loans are recorded in the Fee Waiver table FWHIST.