OpenLending Loans

Submitting Loans for Approval by OpenLending

INTRODUCTION

This booklet is about submitting a loan for approvals by OpenLending. After covering information about activation, configuration, and collateral requirements, it continues with the submission process with and without collateral.

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ACTIVATION AND LOAN DELIVERY CHANNEL CONFIGURATION

Lender*VP will assist you with this part of the configuration.

ACTIVATE OPENLENDING AS DEFAULT INSURANCE

First the interface for OpenLending needs to be activated in the Operations side of CU*BASE in the third Master Parameters screen. OpenLending is selected as the default for price quotes for miscellaneous coverage insurance. This is done by selecting the OpenLending code for *Activate interface for default insurance*.

DEFINE LOAN DELIVERY CHANNEL FOR OPENLENDING

Lender*VP will also assist you with setting your loan delivery channel, so it is available for third party insurance. While they may apply it to all loans originated at your credit union in the Master Parameters, you can also see this configuration for individual loan delivery channels using **Tool #462-** *Loan Delivery Channel Configuration*. In the example below the Online Banking channel is shown.

Loan Delivery Channel Configuration (Tool #462) CHANGE Delivery channel code HB Description ONLINE BANKING 99 @ MEMBER BRANCH 99 Interviewer/underwriter 96 Q Online Banking Underwriting Codes HA 💽 HM BANKING APPROVAL Model approved Requirements failed HB 🔃 HOME BANKING Incomplete application HI Q INCOMPLETE APP Model failed HB (Q) HOME BANKING Credit bureau interface S Q SYNC1 Type of credit report to pull O Credit file only O Credit file & custom decision Amortize loans from this channel Always approve loan from this channel ✓ Allow default insurance ←→↑Ⅱ ₩ Ø ① ? @

Check *Allow default insurance* to allow applications to be sent to Lenders Protection.

COLLATERAL REQUIREMENTS

OpenLending does not require that the loan officer enter collateral information before the application is sent to their interface for a decision. The best practice, however, is to send applications to OpenLending when the collateral information is available.

If the application is sent without collateral, OpenLending will base the approval/denial on a pre-determined Loan to Value (LTV) ratio. While OpenLending will approve an application without collateral and return it to CU*BASE, the application will not be eligible for final certification until valid collateral information is entered.

• Without valid collateral information, OpenLending will reject the application from being certified. *Manual certification through the OpenLending website may be required if a loan is booked without a certification number.*

There are instances when you might decide to send a loan request to OpenLending without collateral, for example to receive pre-approval for a member.

Example

- John Member comes to your credit union for a pre-approval before he
 has found his new vehicle. Based on his credit score, your loan officer
 determines that John is a good candidate for a loan with
 OpenLending.
- 2. Your loan officer sends the application for approval without collateral. If approved, all values used by OpenLending in that decision are subject to change based on the actual collateral tied to the loan.
- 3. John returns and provides information on the vehicle he would like to buy. At that time your loan officer sends a second request to OpenLending for review.

This booklet will first cover how the process works with collateral and all necessary information. Then the booklet will cover situations shown above where you are seeking pre-approval values.

SUBMITTING A LOAN TO OPENLENDING

The following outlines the process your loan officer will follow to submit and certify loan for approval by OpenLending when collateral is added.

OpenLending requires that a housing payment, employment record/income, and credit score are sent with the application to return a decision. If the applicant does not have a mortgage payment returned from their credit report, your loan officer must manually entry a rent amount.

• If the applicant does not have a housing payment, a minimum rent payment of \$1.00 is required.

INITIAL SUBMISSION

When the loan request is complete, it is time to send it to OpenLending for approval.

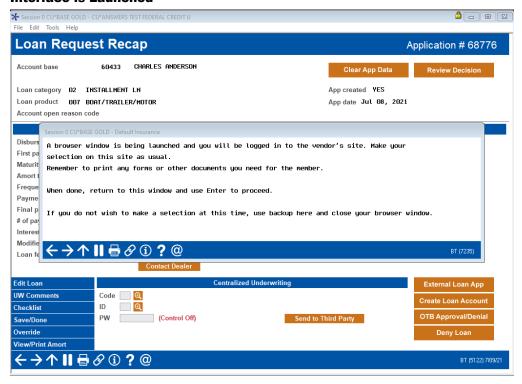
<u></u> = 8 Loan Request Recap Application # 68776 60433 CHARLES ANDERSON Account base Clear App Data Loan category 02 INSTALLMENT LN App created YES Loan product 887 BOAT/TRAILER/MOTOR App date Jul 08, 2021 Account open reason code Disbursement date Jul 08, 2021 Amount requested 20,000.00 First payment date Aug 22, 2021 Maturity date Jul 22, 2026 Total amount financed 21,200.00 Amort term date + Total finance charges 1,678.84 Frequency MONTHLY + Total CDI premiums 0.00 Payment 381.32 + Total SCL premiums 0.00 Final payment 380.96 + Total JCL premiums 0.00 # of payments 060 Total amount in payments 22,878.84 2.990 % Interest rate Modified APR 2.990 % Misc coverages in loan 1.200.00 Loan fees to include in modified APR 0.00 Other misc coverages 0.00 **UW Com** Code ID PW (Control Off) Override ←→↑Ⅱ*▤౭*⑥?@

Click "Send to Third Party" on the Loan Request Recap Screen

Click *Send to Third Party* on the Loan Request Recap screen. This sends the application to Lenders Protection for approval.

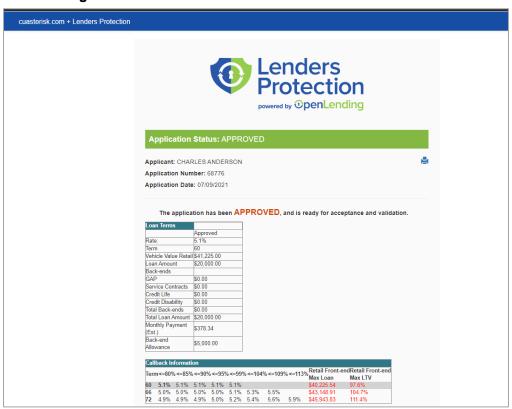
The following screen will appear while the interface is launched.

Interface is Launched



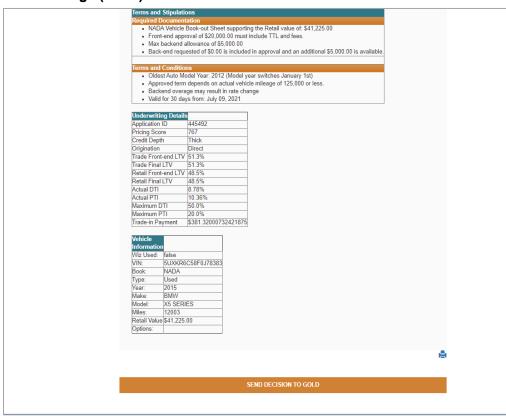
The Lenders Protection interface returns a decision to your loan officer.

Decision Page





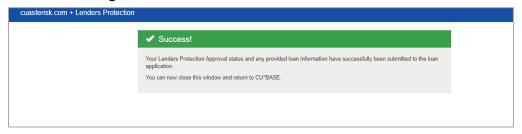
Decision Page (Cont.)



If the applicant is approved by Lenders Protection, and the rate and term are acceptable, the decision can be sent back to CU*BASE to re-amortize the loan according to the figures in the loan term section.

When the decision is sent back to CU*BASE, your loan officer will see a success message from the vendor site.

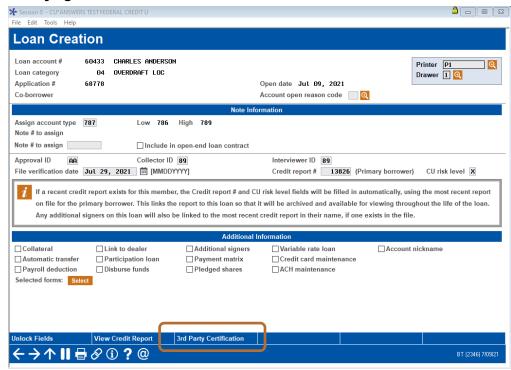
Success Message



CERTIFYING THE LOAN

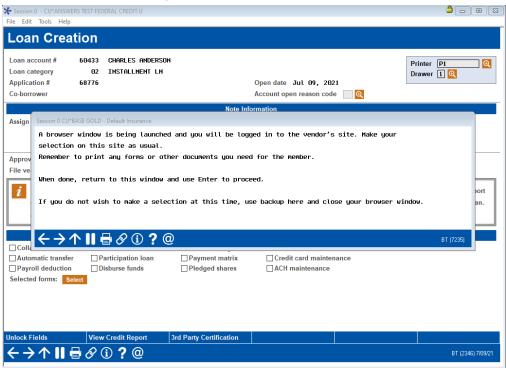
The final step after the initial approval is to certify the loan.

Certifying the Loan



Click the 3rd Party Certification button on the Loan Creation screen.

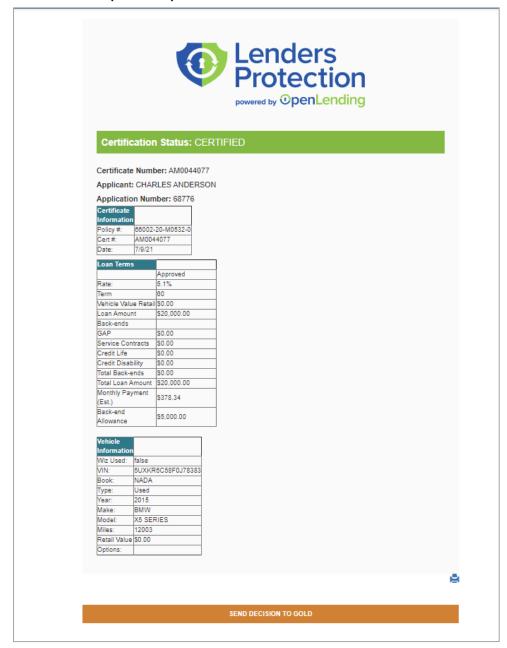
Browser Launched During Certification



A browser window is launched while the loan is being certified.

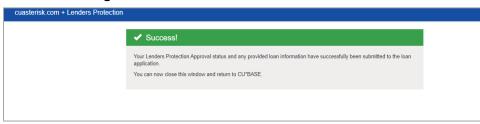
The Lenders Protection certification message shows in the web interface.

Vendor Status (Certified)



Click Send Decision to GOLD. The decision is sent to CU*BASE and the success message appears.

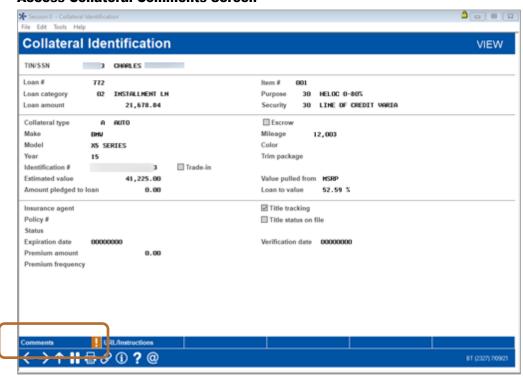
Success Message



FINDING THE CERTIFICATION NUMBER

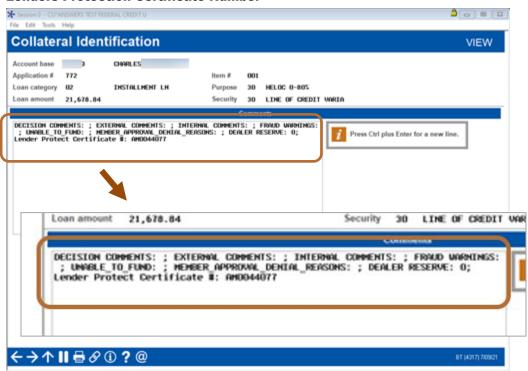
When the loan is certified through OpenLending, Lenders Protection sends back the certification number in the collateral comments for tracking/claims purposes in the future. This is stored in the Collateral Comments screen. The Collateral Identification screen button has an exclamation point indicating that there are comments.

Access Collateral Comments Screen



The Comments page shows the Lenders Protection certificate number.

Lenders Protection Certificate Number



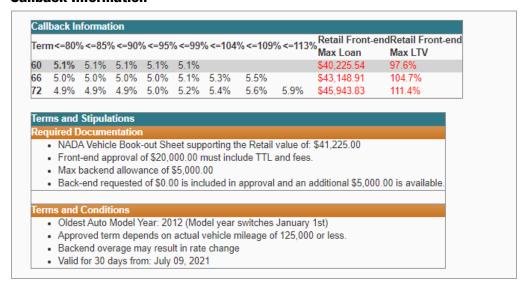
THE PRE-APPROVAL PROCESS

While it is not as recommended, OpenLending also allows for loans to be submitted without collateral for a pre-approval quote.

CALLBACK INFORMATION

If the application is in a pre-approval process, your loan officer can refer to the Callback Information section to see available rates prior to finalizing the application. These rates are based on term, LTV, and loan amount.

Callback Information

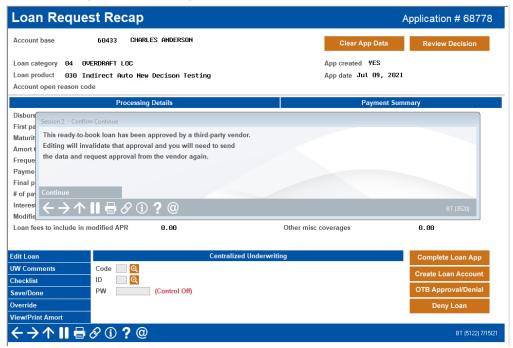


Additional calls can be made if term, LTV, or loan amount are updated during the application process. (See following page.)

RESUBMITTING A LOAN

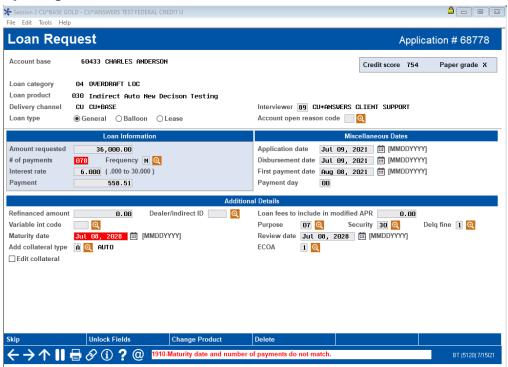
CU*BASE presents this window the *Send to Third Party* button on the Loan Recap screen is clicked for a loan already submitted to Lenders Protection.

Resubmitting a Loan Already Submitted



Click *Continue* to update the application. For example, you may need to update the maturity date based on changes to the number of payments.

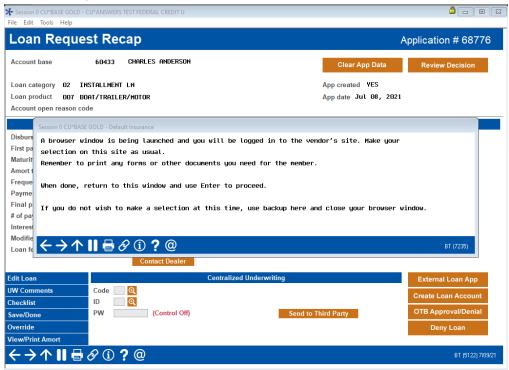
Updating the Loan Details



After the edits to the loan request/collateral are completed, the *Send to Third Party* button will appear for an additional call.

Once it is clicked, the window appears indicating that the interface with Lenders Protection is launched.

Resubmitting the Loan Application



Lenders Protection will return a decision. After this step, the loan still needs to be certified. Follow the instructions starting on page 5.

SPECIAL OTHER COMMUNICATIONS

Following are some other communications you may receive from Lenders Protection.

ERROR DURING CERTIFICATION

If you get the message below during the certification process, this indicates that the collateral record needs to be corrected prior to certification.

Certification Error Message



Use the back button to return to the Loan Request Recap screen to correct the collateral information. Then resend the application out for approval using the *Send to Third-Party* button. After approval, return and follow the certification directions again.

 NOTE: Using Enter on the Loan Creation screen will open the loan without the certification from OpenLending. Then the loan officer will need to manually approve and certify the loan on the OpenLending website.

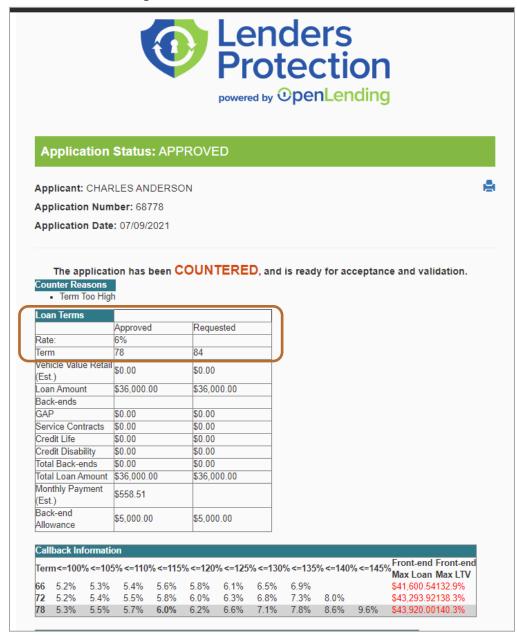
COUNTER OFFER

Lenders Protection may counter from the initial request sent with a term and rate that falls within their guidelines.

This decision is treated the same as an approval, in that the counter terms are returned to CU*BASE and the *Send to third-party* button is removed from the Loan Recap screen.

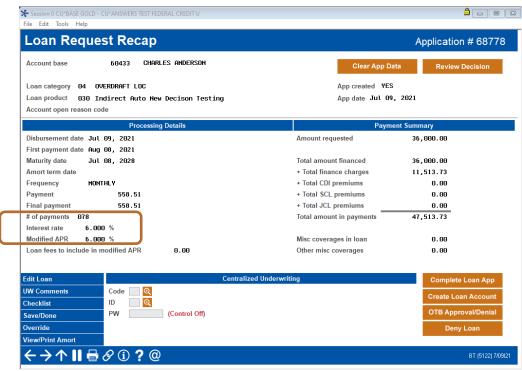
In the example below, an application with an 84-month term and no rate was submitted. A 72-month term was returned with a rate of six percent.

Counter Offer Message



The loan application in CU*BASE is then updated with the new term and rate from the counter offer.

Counter Offer Details Show in CU*BASE



DENIED APPLICATION

Denials occur in situations where there is no option for approval or counter offer based on applicant credit history, loan request, or other decision factors with Lenders Protection.

Denial Messaging

