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.

CONTENTS

ACTIVATION AND LOAN DELIVERY CHANNEL CONFIGURATION	2
Activate OpenLending as Default Insurance Define loan delivery channel for OpenLending	2 2
COLLATERAL REQUIREMENTS	
SUBMITTING A LOAN TO OPENLENDING	4
Initial Submission Certifying the Loan Finding the Certification Number	4 7 9
THE PRE-APPROVAL PROCESS	11
Callback Information Resubmitting a Loan	11 12
SPECIAL OTHER COMMUNICATIONS	15
Error During Certification Counter Offer Denied Application	15 16 18

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For an updated copy of this booklet, check out the Reference Materials page of our website: https://www.cuanswers.com/resources/doc/cubase-reference/ CU*BASE[®] is a registered trademark of CU*Answers, Inc.

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*.

NOTE: If a vendor is removed from the *Activate interface for default insurance* field, the system will automatically clear the associated information from the Loan Delivery Channel Configuration.

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)

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

- 1. 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 enter 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.

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

Loan Request Recap		Application # 68776
Account base 60433 CHARLES ANDERSON	Clear App D	Data Review Decision
Loan category 02 INSTALLMENT LN	App created YE	s
Loan product 007 BOAT/TRAILER/MOTOR	App date Jul 6	8, 2021
Account open reason code		
Processing Details	Раул	nent Summary
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
Interest rate 2.990 %		-
Modified APR 2.990 %	Misc coverages in Ioan	1,200.00 🝳
Loan fees to include in modified APR 0.00 Contact Dealer	Other misc coverages	0.00
	d Underwriting	External Loan App
UW Comments Code Q		
Checklist ID Q		Create Loan Account
Save/Done PW (Control Off)	Send to Third Party	OTB Approval/Denial
Override		Deny Loan
View/Print Amort		Bony Louin

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

券 Session 0 CU*BASE GOLD - CU*ANSWERS TEST FEDERAL CREDIT U	_ = = ×
File Edit Tools Help	
Loan Request Recap	Application # 68776
Account base 60433 CHARLES ANDERSON	Clear App Data Review Decision
Loan category 02 INSTALLMENT LN	App created YES
Loan product 007 BOAT/TRAILER/MOTOR	App date Jul 08, 2021
Account open reason code	
Session 0 CU*BASE GOLD - Default Insurance	
Disburs A browser window is being launched and you will be logged in	to the vendor's site. Make your
First pa selection on this site as usual.	to the vehicle 3 site. Hake gour
Maturit Remember to print any forms or other documents you need for	the member.
Amort t	
Freque When done, return to this window and use Enter to proceed.	
Payme	
Final p If you do not wish to make a selection at this time, use bac # of par	kup here and close your browser window.
Interest	
Modifie	
$\underset{\text{Loan fe}}{\text{house}} \leftarrow \rightarrow \uparrow \blacksquare \blacksquare \oslash \textcircled{0} ? \textcircled{0}$	BT (7235)
Contact Dealer	
Edit Loan Centralized Underwrit	ing External Loan App
UW Comments Code 🧧 🍳	Create Loan Account
Checklist ID Q	
Save/Done PW (Control Off)	Send to Third Party OTB Approval/Denial
Override	Deny Loan
View/Print Amort	
<>>↑	BT (5122) 7/09/21

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

Decision Page

cuasterisk.com + Lenders Protection		
	Vertex by OpenLo	
A	plication Status: APPROVED	
App	icant: CHARLES ANDERSON ication Number: 68776 ication Date: 07/09/2021	ġ.
Loa	The application has been APPROVED, and is ready for	acceptance and validation.
Rate	Approved 5.1% 60	
Loa	le Value Retail \$41,225.00 Amount \$20,000.00 ends	
Cre	\$0.00 ce Contracts \$0.00 t Life \$0.00	
Tota Tota	t Disability \$0.00 Back-ends \$0.00 Loan Amount \$20,000.00	
(Est Bac	-end \$5,000.00	
Call	ance ack Information	
Terr 60	<=80% <=85% <=90% <=95% <=99% <=104% <=109% <=113% Max Loa 5.1% 5.1% 5.1% 5.1% 5.1% \$40.225.5	
66	5.0% 5.0% 5.0% 5.0% 5.1% 5.3% 5.5% \$43,148.9 4.9% 4.9% 5.0% 5.0% 5.2% 5.4% 5.6% 5.9% \$45,943.6	91 104.7%

In this example, a 5.75 percent rate and a 60-month term were returned.

Decision Page (Cont.)

	Terms and Stipulations Required Documentation
	NADA Vehicle Book-out Sheet supporting the Retail value of: \$41,225.00
	 Front-end approval of \$20,000.00 must include TTL and fees.
	Max backend allowance of \$5,000.00
	 Back-end requested of \$0.00 is included in approval and an additional \$5,000.00 is available.
	Terms and Conditions
	Oldest Auto Model Year: 2012 (Model year switches January 1st)
	Approved term depends on actual vehicle mileage of 125,000 or less.
	Backend overage may result in rate change
	Valid for 30 days from: July 09, 2021
	Underwriting Details
	Application ID 445492
	Pricing Score 767
	Credit Depth Thick
	Origination Direct
	Trade Front-end LTV 51.3%
	Trade Final LTV 51.3%
	Retail Front-end LTV 48.5%
	Retail Final LTV 48.5%
	Actual DTI 8.78%
	Actual PTI 10.36%
	Maximum DTI 50.0%
	Maximum PTI 20.0%
	Trade-in Payment \$381.32000732421875
	Vehicle
	Information
	Wiz Used: false
	VIN: 5UXKR6C58F0J78383
	Book: NADA
	Type: Used
	Yyes. Dised Year. 2015
	Make: BMW
	Model: X5 SERIES
	Miles: 12003
	Retail Value \$41,225.00
	Options:
_	
	SEND DECISION TO GOLD

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

Your Lenders Protection Approval status and any provided loan information have successfully been submitted to the loan application.
You can now close this window and return to CU*BASE.

CERTIFYING THE LOAN

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

Certifying the Loan

Session 0 - CU*ANSWERS TEST FEDERAL CREDIT U File Edit Tools Help	
Loan Creation	
Loan account # 60433 CHARLES ANDERSON Loan category 04 OVERDRAFT LOC Application # 68778 Co-borrower	Open date Jul 09, 2021 Account open reason code
Note	Information
Assign account type 787 Low 786 High 789 Note # to assign Note # to assign Include in open-end loan contra	ct
Approval ID AA Collector ID 89 File verification date Jul 29, 2021 🗐 [MMDDYYYY]	Interviewer ID 89 Credit report # 13826 (Primary borrower) CU risk level X
	nd CU risk level fields will be filled in automatically, using the most recent report that it will be archived and available for viewing throughout the life of the loan. ecent credit report in their name, if one exists in the file.
Additio	nal Information
Collateral Link to dealer Additional signe Automatic transfer Participation Ioan Payment matrix Payroll deduction Disburse funds Pledged shares Selected forms: Select	
Unlock Fields View Credit Report 3rd Party Certification	
<>>↑	BT (2346) 7/09/21

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

Browser Launched During Certification

Loan account # Loan category Application # Co-borrower	60433 CHARLES ANDERS 02 INSTALLMENT LN 68776	Printer PI
		Note Information
selection	on this site as usual	hed and you will be logged in to the vendor's site. Make your other documents you need for the member.
<i>i</i> If you do	not wish to make a se	w and use Enter to proceed. Iection at this time, use backup here and close your browser window.
i If you do		lection at this time, use backup here and close your browser window.
If you do	not wish to nake a se	lection at this time, use backup here and close your browser window.
<i>i</i> If you do	not wish to nake a se	lection at this time, use backup here and close your browser window. Image: Credit card maintenance

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

The Lenders Protection certification message shows in the web interface.

Vendor Status (Certified)

			Protect powered by ⁽¹⁾ penl	
Certific	atior	Status: Cl	TIFIED	
Certificate	Numl	per: AM004407		
Applicant	CHAF	RLES ANDERS	l .	
Applicatio	n Nun	ber: 68776		
Certificate				
Informatior				
Policy #:		20-M0532-0		
Cert #: Date:	AM004 7/9/21	4077		
			-	
Loan Terms	1	A	_	
Rate:		Approved 5.1%	-	
Term		60	-	
Vehicle Valu	e Retai		-	
Loan Amour	ıt	\$20,000.00]	
Back-ends				
GAP		\$0.00	-	
Service Con Credit Life		\$0.00 \$0.00	-	
Credit Disab		\$0.00	-	
Total Back-e		\$0.00		
Total Loan A		\$20,000.00]	
Monthly Pay	ment	\$378.34		
(Est.) Back-end			-	
Allowance		\$5,000.00		
			_	
Vehicle				
Information Wiz Used:	false			
VIN:		6C58F0J78383		
	NADA			
Туре:	Used			
Year:	2015			
Make: Model:	BMW X5 SEF	NES		
Miles:	12003			
Retail Value				
Options:				

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

Success Message

✓ Success!
Your Lenders Protection Approval status and any provided loan information have successfully been submitted to the loan application. You can now close this window and return to CU'BASE.

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

TIN/SSN	3 CHARLES			
Loan #	112		hem # 001	
Loan category	02 INSTALLMENT LN		Purpose 30 HELOC 0-80%	
Loan amount	21,678.84		Security 30 LINE OF CREDIT VARIA	
Collateral type	A AUTO		Escrow	
Make	BHM		Mileage 12,003	
Model	X5 SERIES		Color	
Year	15		Trim package	
Identification #	3	🔲 Trade-In		
Estimated value	41,225.00		Value pulled from MSRP	
Amount pledged to	loan 0.00		Loan to value 52.59 %	
Insurance agent			Title tracking	
Policy #			Title status on file	
Status				
Expiration date	0000000		Verification date 00000000	
Premium amount	0.00			
Premium frequency				

The Comments page shows the Lenders Protection certificate number.

Lenders Protection Certificate Number

vie Edit Tools	and the second second second								2
Collater	al Iden	tification						VIEW	
Account base Application # Loan category	3 772 02	CHARLES	Purpose	101 18 HELOC 0-80%					
Loan amount	21,678.84		Security 3	O LINE OF CREDIT	VARIA				
								_	
	•								
L	oan amou	nt 21,678.84			Security	30	LINE OF	CREDI	U
-	oan amou	nt 21,678.84				30		CREDIT	05
•	ECISION ; UNNELE	nt 21,678.84 COMMENTS: ; EXT TO_FUND: ; MEN Totect Certifica	BER_APPROV	AL_DENIAL_RE	NAL COMMENT	S: ; FI	NUD WA	RNINGS:	
•	ECISION ; UNNELE	Comments: ; ext To fund: ; men	BER_APPROV	AL_DENIAL_RE	NAL COMMENT	S: ; FI	NUD WA	RNINGS:	
•	ECISION ; UNNELE	Comments: ; ext To fund: ; men	BER_APPROV	AL_DENIAL_RE	NAL COMMENT	S: ; FI	NUD WA	RNINGS:	

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

Feri	n<=80%	%<=85%	% <=90 %	% <=95%	%<=99%	‰ < =104	% <=109	% <=113%	Retail Front-e	endRetail Front-end Max LTV
60				5.1%					\$40,225.54	
66	5.0%	5.0%	5.0%	5.0%	5.1%	5.3%	5.5%		\$43,148.91	104.7%
72	4.9%	4.9%	4.9%	5.0%	5.2%	5.4%	5.6%	5.9%	\$45,943.83	111.4%
Fer	 Max Back ns and Oldes Approx 	condit Condit	d allowa quested ions Model \ rm depe	ance of l of \$0.0 /ear: 20 ends on	\$5,000. 0 is inc 12 (Moo actual v	00 luded in del year	switches	and an a January	dditional \$5,000	0.00 is available.

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

RESUBMITTING A LOAN

When 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

Loan Reque	st Recap	Ą	pplication # 68778
Account base	Clear App Data	Review Decision	
5,	ERDRAFT LOC direct Auto New Decison Testing je	App created YES App date Jul 09, 2021	
	Processing Details	Payment Summ	ary
Amort Editing will inve Freque Payme Final p # of pa	ook loan has been approved by a third-party vendor. alidate that approval and you will need to send quest approval from the vendor again.	Other misc coverages	BT (3520) 8.00
Edit Loan	Centralized Underwriti	na	Complete Loan App
UW Comments	Code Q		
Checklist	ID 🔲 🍳		Create Loan Account
Save/Done	PW (Control Off)		OTB Approval/Denial
Override View/Print Amort			Deny Loan
	8 i ? @		BT (5122) 7/15/21

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

ile Edit Tools Help	DLD - CU*ANSWERS TEST FEDERAL (ALCH O	
Loan Req	uest		Application # 68778
Account base	60433 CHARLES ANDERS	ИС	Credit score 754 Paper grade X
Loan category Loan product Delivery channel Loan type	04 OVERDRAFT LOC 030 Indirect Auto New I CU CU+BASE @General Balloon (Decison Testing)Lease	Interviewer B9 CU+ANSVERS CLIENT SUPPORT Account open reason code C
	Loan Information		Miscellaneous Dates
Amount requested # of payments Interest rate Payment	36,000.00 078 Frequency M Q 6.000 (.000 to 30.000) 558.51		Application date Jul 09, 2021 Image: [MMDDYYYY] Disbursement date Jul 09, 2021 Image: [MMDDYYYY] First payment date Aug 08, 2021 Image: [MMDDYYYY] Payment day 00
		Addit	tional Details
Refinanced amount Variable int code Maturity date Add collateral type Edit collateral	0.00 Dea 0 Jul 08, 2028 🛱 (MMD) 0 0 AUTO	ller/indirect ID 🦲 🍳	Loan fees to include in modified APR 0.00 Purpose 07 Q Security 30 Q Delq fine 1 Q Review date Jul 00, 2026 🛱 [MMDDYYYY] ECOA 1 Q
	🖻 💽 Αυτο		ECOA 1
Skip	Unlock Fields	Change Product	Delete
$\leftarrow \rightarrow \wedge \parallel$	🖶 🔗 🛈 ? @ 💵	0-Maturity date and numb	ber of payments do not match. BT (5120) 7/15/

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, a window appears indicating that the interface with Lenders Protection has launched.

Resubmitting the Loan Application

Loan Reg	uest Recap	Application # 68776
Account base	60433 CHARLES ANDERSON	Clear App Data Review Decision App created YES
Loan product 00 Account open reaso	7 BOAT/TRAILER/MOTOR on code	App date Jul 08, 2821
First pa selection Maturit Remember Amort I Freque When dor Payme	er window is being launched and you will be log on on this site as usual. ^ to print any forms or other documents you neer ne, return to this window and use Enter to proce	d for the member.
# of pay Interest	do not wish to make a selection at this time, us	
# of pay Interest Modific	do not wish to make a selection at this time, us	se backup here and close your browser window. BT (7235)
# of pay Interest	↑ <i>⊟ ∂</i> ① ? @	BT (7235)

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

	0	P		e	ers ctic		
Application Status: APPROVED							
Applicant: CHARLES ANDERSON							e
Application Nun	iber: 68778						
Application Date	e: 07/09/2021						
Loan Terms Rate:	Approved 6%	Requested					
Term	78	84					
Vehicle Value Retai (Est.)	\$0.00	\$0.00					
Loan Amount	\$36,000.00	\$36,000.00					
Back-ends							
GAP	\$0.00	\$0.00					
Service Contracts Credit Life	\$0.00	\$0.00					
	\$0.00 \$0.00	\$0.00 \$0.00					
	ψ0.00	\$0.00					
Credit Disability Total Back-ends	\$0.00		1				
· · · · · · · · · · · · · · · · · · ·		\$36,000.00					
Total Back-ends							
Total Back-ends Total Loan Amount Monthly Payment	\$36,000.00						
Total Back-ends Total Loan Amount Monthly Payment (Est.) Back-end	\$36,000.00 \$558.51	\$36,000.00					
Total Back-ends Total Loan Amount Monthly Payment (Est.) Back-end Allowance Callback Informati	\$36,000.00 \$558.51 \$5,000.00	\$36,000.00					
Total Back-ends Total Loan Amount Monthly Payment (Est.) Back-end Allowance Callback Informati	\$36,000.00 \$558.51 \$5,000.00	\$36,000.00		% <=135'	%<=140%	<=1 4 5	% Front-end Front-end
Total Back-ends Total Loan Amount Monthly Payment (Est.) Back-end Allowance Callback Informati Term<=100% <=10	\$36,000.00 \$558.51 \$5,000.00 on 5% <=110% <=115	\$36,000.00 \$5,000.00 % <=120% <=12			%<=140%	<=145	%Front-end Front-end Max Loan Max LTV
Total Back-ends Total Loan Amount Monthly Payment (Est.) Back-end Allowance Callback Informati	\$36,000.00 \$558.51 \$5,000.00 on 5% <=110% <=115' 5.4% 5.6%	\$36,000.00	6.5%	% <=135 6.9% 7.3%	% <=140% 8.0%	<=145	%Front-end Front-end Max Loan Max LTV \$41,600.54132.9% \$43.293.92138.3%

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

Loan Request Recap		Application # 68778			
Account base 60433 CHARLES ANDERSON	Clear App D	ata Review Decision			
Loan category 04 OVERDRAFT LOC	App created YE	App created YES			
Loan product 030 Indirect Auto New Decison Testing	App date Jul 0	9, 2021			
Account open reason code					
Processing Details	Paym	Payment Summary			
Disbursement date Jul 09, 2021	Amount requested	36,000.00			
First payment date Aug 08, 2021					
Maturity date Jul 08, 2028	Total amount financed	36,000.00			
Amort term date	+ Total finance charges	11,513.73			
Frequency MONTHLY	+ Total CDI premiums	0.00			
Payment 558.51	+ Total SCL premiums	0.00			
Final payment 558.51	+ Total JCL premiums	0.00			
# of payments 078 Interest rate 6.000 %	Total amount in payments	47,513.73			
Modified APR 6.000 %	Misc coverages in loan	0.00			
Loan fees to include in modified APR 0.00	Other misc coverages	0.00			
dit Loan Centralized	Underwriting	Complete Loan App			
JW Comments Code 🦲 🍳		Create Loan Account			
Checklist ID Q					
Save/Done PW (Control Off)		OTB Approval/Denial			
Dverride		Deny Loan			
View/Print Amort					

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

cuasterisk.com + Lenders Protection	
	Lenders
	Enders Protection
	Application Status: DENIED
	Applicant: CHARLES ANDERSON
	Denial Reasons Re-submit with a vehicle 9 years old or newer to receive an approval Term Too High
	Vehicle Too Old Underwriting Details Application 445518 D
	Pricing Score/767 Credit Depth Thick Origination Direct Trade Front- end LTV 115.0%
	ITR06 Primal 115.0% LTV 115.0% Actual DTI 7.78% Actual PTI 14.20% Maximum 50.0%
	Maximum PTI20 0% Trade-in \$565.6400146484375