

Conversations on*

Online Member Experience

A CU*Answers Collaboration Group

Loan Manager

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Nicole Hall, IRSC Team Lead

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Conversations on Online Member Experience

Learn from each other what works and what doesn't and talk to the professionals who make their living designing ways to connect your members to your credit union's products and services...and keep them coming back for more. We will discuss items such as how credit unions are using online membership opening, how credit unions are making money over the internet, and other eService related topics. This is an open forum discussion on member experience and eService products that are offered by credit unions.



Event Sign up



Visit Our Website



Resources

www.cuanswers.com/solutions/irsc/online-member-experience/

Agenda



- What is Loan Manager?
- Storefront Configuration
- Configuring Product Cards
- Provide Feedback!
- Next Conversations on Topic...



What is Loan Manager?

- **Loan Storefronts**
- **Loan Product Card**
- **Options to customize portion of the new Loan Applications**



SAMANTHA

You are using Success CU Online...



Share Accounts	\$51,012.66
Certificates	\$510.95
Loans	\$10,843.99
Credit Cards	\$415.00
Investments	\$110.95

[View Full Account Summary](#)

SCU+ Loans



SCU+ Auto Loans

New, Used or Refinanced...we have options



SCU+ Credit Cards

View our SCU+ Card Options



SCU+ HELOC Loans

Turn your home equity into possibilities!



Support Center

[Frequently Asked Questions](#)

NEW & USED AUTO LOANS

**Drive Today—Fast,
Flexible Financing!**Drive off sooner with our fast,
flexible auto loans—competitive
rates and terms to fit your budget.

Auto Loans

Lock-in your low SCU+ interest rate & monthly payment before you head to the dealership.

[Rate Disclosures](#)[More Information](#)

SCU+ Used Auto Loan

Drive a quality pre-owned vehicle with a loan designed for value and flexibility.
Affordable rates to get you moving.As Low As
10.000%

SCU+ New Auto Loan

Get behind the wheel of a brand-new ride with low rates and easy terms. Start fresh
with financing that fits your budget.As Low As
7.500%

621 GOLD CARD ▾

**\$456.78**

Current Balance

\$567.89

Available Balance

Next Payment Due: **Sept. 29, 2021**Card is **Unlocked** ⓘ[Pay Now](#)

004 BUSINESS LOAN ▾

**\$254.00**Payment Due **7/13/21****\$12,001.28**

Loan Balance

[Make a Payment](#)

Popular Forms



Add an External Account

What to make a payment or transfer to
another Bank Account?

Request a Credit Line Increase

Quick form to request a higher limit.



Branches



Member Documents

Storefront

Back

Publish

Preview

Full Preview only shows published changes



Landing Page Options

A header banner allows brand continuity between your website and online banking. This marketing enhancement is optional and intended to be cosmetic and non-selectable.

Header Graphic



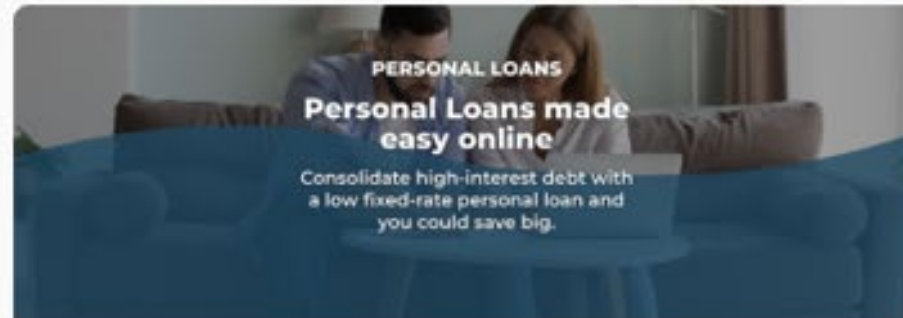
Paragraph Title & Text



External Links



Colors & Branding



Flexible Financing Built for You

Whether you're consolidating debt or planning your next big move, our personal loans offer low fixed rates, simple terms, and fast approvals—all online.

Disclosures & Lending Policies



APR & Repayment Info



SCU+ Signature Personal Loan

Use it for anything—consolidate debt, cover expenses, or fund a big goal.

As low as
7.990%



Header Graphic

Paragraph Title & Text


External Links

Product Card

Product Card

Loans 2 Storefront Page

Customize a storefront landing page dedicated to **Loans 2s** by creating product cards for each individual loan product you want to highlight, stacked in the order you choose.

 Landing Page Options

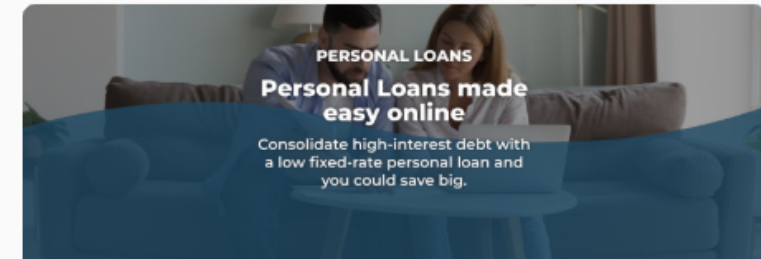
 Create Product Card

☰ SCU+ Signature Person...
New Unsecured Loan A...



Preview

Full Preview only shows published changes



Flexible Financing Built for You

Whether you're consolidating debt or planning your next big move, our personal loans offer low fixed rates, simple terms, and fast approvals—all online.

Disclosures & Lending Policies >

APR & Repayment Info >



SCU+ Signature Personal Loan

Use it for anything—consolidate debt, cover expenses, or fund a big goal.

As Low As
7.990%



Credit Card Product Card

Last Published by Ken 4 days ago

Highlight and market your loan product with images, bullet points, personalized member messages, credit score filters, and info links.

Application Type Required ▾

Credit Card Image ▾

Bullet Points ▾

Credit Score Filter ▾

Credit Score Member Prompts ▾

Additional Button Link 1 ▾

Additional Button Link 2 ▾

Go Live or Take Offline Live ▾

Configured Credit Card Product Card



SCU+ No Fee Credit Card

as low as **15.640%** APR

Lower your interest rate by 2% each year. Get an automatic review for a higher credit limit when you pay on time and spend \$500 in your first six months.

- Works with Apple Pay, Google Pay & Samsung Pay.
- The ideal card for balance transfers.

Apply Now

More Info

Additional Rate & Disclosure Info

Product Title

Product APR

Additional Button Links



Required Inputs

Make the following optional inputs required:

Applicant

- ☐ Employment & Income
- ☐ Housing Status

Co-Applicant

- ☐ Employment & Income
- ☐ Housing Information

Spouse

- ☐ Employment & Income
- ☐ Housing Information

Payment Estimator

Offer additional collateral details such as vehicle **model**, **mileage**, **color**, and **VIN#**.

☒ Show Additional Collateral Details

Payment Estimator Description

This estimate is to help guide you to the right terms. Before submitting your application, we will provide you with a final payment quote and any available debt protection and insurance options.

Application Submitted Content

Pre Approved Content

Required Inputs

Payment Estimator

Application Submitted Content

Customize what is shown after an application is submitted successfully.

Success Heading

Application submitted!

Success Content (HTML)

Thank you for your application!

Loan Application Modules Configuration

Add Storefront to IM247 Desktop/Mobile

IM247 Desktop / Widgets (v2)

Links Widget

SCU+ Loans

SCU+ Auto Loans
auto-loan-storefront

SCU+ Credit Cards
credit-card-storefront

SCU+ HELOC Loans
loan-one-storefront

SCU+ Personal Loans
loan-two-storefront

+ Add a link

Add Button Link Group

Success Credit Union

Find a Location FAQ Manage My Security Contact Us Help

Home Transfer Options Member Services Go Mobile New Accounts

SAMANTHA

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- Live Chat

Our Website Call Us Assist Me Messages

NEW & USED AUTO LOANS
Drive Today - Fast, Flexible Financing!
Drive off sooner with our fast, flexible auto loans—competitive rates and terms to fit your budget.

Mary, You've Been Pre-Approved!
You are pre-approved for a \$50,000 loan at one of our preferred local dealers!

Not Now View

Favorite Accounts

000 SAVINGS Available Balance	\$2,406.39	...
001 Steve's Checking Available Balance	\$3,789.54	...
202 AUTO LOAN Balance	\$14,397.78	...
333 ULTRA REWARDS CREDIT CARD Balance	\$341.82	...
124 24 MONTH CD Balance	\$5,250.00	...
740 ESCROW Available Balance	\$20,000	...

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Quick form to request a higher limit.
- Branches

Member Documents

- View My User Agreements
Easily Access Your User Agreements
- View My eStatements

Desktop

Thank you

Next time:

2/10/2026 @ 3 PM ET

**[cuanswers.com/solutions/irsc/
online-member-experience/](https://cuanswers.com/solutions/irsc/online-member-experience/)**

