

TURN DOWN  
Great HYLs Example

666 FICO

AFTER HYLs 796 HYLs

NOTE: \$ 20,000 @ 7.49 @ 60 mos = \$ 4,039.84  
@ 1.81 @ 60 mos = 933.72

**LOANLINER**

Application

Married Applicants: May apply for a separate account.

Individual Credit: You must complete the Applicant section about yourself and the Other section about your spouse if:

1. you live in or the property pledged as collateral is located in a community property state (AK, AZ, CA, ID, LA, NM, NV, TX, WA, WI),
2. your spouse will use the account, or
3. you are relying on your spouse's income as a basis for repayment. If you are relying on income from alimony, child support, or separate maintenance,

complete the Other section to the extent possible about the person on whose payments you are relying.  
Joint Credit: Each Applicant must individually complete the appropriate section below. If Co-Borrower is spouse of the Applicant, mark the Co-Applicant box.

Guarantor: Complete the Other section if you are a guarantor on an account/loan.

LOANLINER Account/Loan:

(Including ATM/Debit Card Access to the Account if Available)

Amount Requested \$ 20,000.00

Purpose/Collateral USED AUTO

Repayment: CASH

PAYMENT PROTECTION

Are you interested in having your loan protected?

If you answer "yes", then the credit union will disclose the cost of this voluntary payment protection to you. A separate election form discloses the terms and conditions must be signed for protection to be effective.

APPLICANT

NAME

EMILY

MOTHER'S MAIDEN NAME

ACCOUNT NUMBER

CAPITAL SECURITY NUMBER

DRIVER'S LICENSE NUMBER/STATE

AGES OF DEPENDENTS

EMAIL ADDRESS

BIRTH DATE

05/24/1979

HOME PHONE

BUSINESS PHONE

PRESENT ADDRESS

15 SUMMER

LENGTH AT RESIDENCE

7Y 2M

PREVIOUS ADDRESS

LENGTH AT RESIDENCE

COMPLETE FOR JOINT CREDIT, SECURED CREDIT OR IF YOU LIVE IN A COMMUNITY PROPERTY STATE:

MARITAL STATUS:

EMPLOYMENT/INCOME \$ 40,237.56 PER ANNUALLY

NAME AND ADDRESS OF EMPLOYER

HIGH SCHOOL

TITLE/GRADE

SECRETARY

START DATE

01/2006

HOURS AT WORK

SUPERVISOR'S NAME

IF SELF EMPLOYED, TYPE OF BUSINESS

NOTICE: ALIMONY, CHILD SUPPORT, OR SEPARATE MAINTENANCE MUST BE DISCLOSED

NAME

MOTHER'S MAIDEN NAME

ACCOUNT NUMBER

SOCIAL SECURITY NUMBER

DRIVER'S LICENSE NUMBER/STATE

AGES OF DEPENDENTS

EMAIL ADDRESS

BIRTH DATE

HOME PHONE

BUSINESS PHONE/EXT.

PRESENT ADDRESS

PREVIOUS ADDRESS

COMPLETE FOR JOINT CREDIT, SECURED CREDIT OR IF YOU LIVE IN A COMMUNITY PROPERTY STATE:

MARITAL STATUS:

EMPLOYMENT/INCOME \$ PER ANNUALLY

NAME AND ADDRESS OF EMPLOYER

TITLE/GRADE

START DATE

HOURS AT WORK

SUPERVISOR'S NAME

IF SELF EMPLOYED, TYPE OF BUSINESS

\$ 3,106.12

LOSS OF INCOME

Our CR CARD

Does she have anything picked out?

What is she doing for rent?

1576-12091046  
Said not  
Can't  
Any more!

4 yr job

3353mo

WHAT YOU OWE	CREDITOR NAME OTHER (Attach address, if necessary)	HOW THIS CREDIT UNION HELPS (if necessary)	INTEREST RATE	PP T BALANCE	MONTHLY PAYMENT	OWED BY	
						APPLICANT	OTHER
RENT			\$		\$695.00	X	
			\$			X	
			\$			X	
			\$			X	
CHASE			\$			X	
BK OF AMER			\$0.00			X	
			\$0.00			X	
			\$			X	
			\$			X	
			\$			X	
			\$			X	
			\$			X	
			\$			X	
			\$			X	
**SEE ATTACHMENT IF APPLICABLE**			\$				
LIST ANY NAMES UNDER WHICH YOUR CREDIT REFERENCES AND CREDIT HISTORY CAN BE CHECKED:			\$				
TOTALS			\$				

WHAT YOU OWN	LIST LOCATION OF PROPERTY OR FINANCIAL INSTITUTION	MARKET VALUE	PLEGDED AS COLLATERAL FOR ANOTHER LOAN	OWNED BY	
				APPLICANT	OTHER
		\$			
		\$			
		\$			
		\$			
		\$			
		\$			
		\$			
		\$			
		\$			
		\$			

OTHER INFORMATION ABOUT YOU	IF YOU ANSWER "YES" TO ANY QUESTION OTHER THAN #1, EXPLAIN ON AN ATTACHED SHEET	APPLICANT	OTHER
1. ARE YOU A U.S. CITIZEN OR PERMANENT RESIDENT ALIEN?		YES	
2. DO YOU CURRENTLY HAVE ANY OUTSTANDING JUDGMENTS OR HAVE YOU EVER FILED FOR BANKRUPTCY, HAD A DEBT ADJUSTMENT PLAN CONFIRMED UNDER CHAPTER 13, HAD PROPERTY FORECLOSED UPON OR REPOSSESSED IN THE LAST 7 YEARS, OR BEEN A PARTY IN A LAWSUIT?		YES	
3. IS YOUR INCOME LIKELY TO DECLINE IN THE NEXT TWO YEARS?		NO	
4. ARE YOU A CO-MAKER, CO-SIGNER OR GUARANTOR ON ANY LOAN NOT LISTED ABOVE?		NO	
FOR WHOM (Name of Others Obligated on Loan):	TO WHOM (Name of Creditor):		

**STATE LAW NOTICES** OHIO RESIDENTS ONLY: The Ohio laws against discrimination require that all creditors make credit equally available to all creditworthy customers, and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission administers compliance with this law.

**WISCONSIN RESIDENTS ONLY:** (1) No provision of any marital property agreement, unilateral statement under Section 766.59, or court decree under Section 766.70 will adversely affect the rights of the Credit Union

unless the Credit Union is furnished a copy of the agreement, statement or decree, or has actual knowledge of its terms, before the credit is granted or the account is opened. (2) Please sign if you are not applying for this account or loan with your spouse. The credit being applied for, if granted, will be incurred in the interest of the marriage or family of the undersigned.

**X**  
SIGNATURE FOR WISCONSIN RESIDENTS ONLY DATE

## SIGNATURES

You promise that everything you have stated in this application is correct to the best of your knowledge and that the above information is a complete listing of what you owe. If there are any important changes you will notify us in writing immediately. You authorize the Credit Union to obtain credit reports in connection with this application for credit and for any update, increase, renewal, extension or collection of the credit

received. You understand that the Credit Union will rely on the information in this application and your credit report to make its decision. If you request, the Credit Union will tell you the name and address of any credit bureau from which it received a credit report on you. It is a federal crime to willfully and deliberately provide incomplete or incorrect information on loan applications made to federal credit unions or state chartered credit unions insured by NCUA.

**X** 7-26-10 DATE  
APPLICANT'S SIGNATURE  
**X** (SEAL)  
OTHER SIGNATURE DATE

## FOR CREDIT UNION USE ONLY

DATE APPROVED DENIED APPROVED SIGNATURE LINE OF CREDIT OTHER OTHER DEBT RATIO SCORE BEFORE AFTER  
(Signature Authority Limit Set)

JAN OFFICER COMMENTS:

SIGNATURE: X 7/27/10 DATE  
"Bankruptcy 2009"  
x No credit has been established since

Recommendation: Need acceptable co-signer, must be 80% LTV, up to \$15,000 - loan only and direct deposit.  
PAGE 2  
1/27/16  
AX026 (LAWSON)

File Toolbar Transactions Help

Tran Mode: OTC

Email: [REDACTED] 45 Summer [REDACTED] SSN: [REDACTED] OB: 05/24/79 Opened: 02/08/10

0 Comakers 0 Payrolls 1 Plastics 0 Comments 0 Joins 0 Misc Codes Relations 1 Applications Score:

? \$ \$ LN [REDACTED]

**\$ In** [REDACTED] \$0.00 0 @ \$0.00

**\$ Out** [REDACTED] \$0.00 0 @ \$0.00

Misc. Funds Buy/Sell Bonds Adjust Shr/Loan

New Certificate Send \$ to Another

**Summary of Actions**

From	To	Amount

Post Repeal Undo Cancel

**2 Shares for Total of \$3,005.07**

ID	Description	Rate	Balance	Available	Hold	Hold Amt
S1	S1-primary Shares	0.2%	\$5.00	\$0.00		\$0.00
S17	17-free Checking	0%	\$3,000.07	\$2,733.07		\$0.00

**0 Loans for Total of \$0.00**

ID	Description	Balance	Available	Payment	Freq	Due Date	Orig Amt

**0 Certificates for Total of \$0.00**

Number	Description	Balance	Maturity Date	Rate	Earn Date	Hold

Mouse [REDACTED] Production 07/26/10 4:31 PM

*Good Deposit!*

Always look  
at how a  
member  
handles  
checking!

CURRENT EMPLOYER AND ADDRESS  
HIGH SCHOOL  
EMPLOYER ADDRESS NOT AVAILABLE  
FORMER EMPLOYER AND ADDRESS  
SYST  
EMPLOYER ADDRESS NOT AVAILABLE

PSTN/INCM

EMPDTE/RPTD  
07/2010R

04/1999R

## MODEL PROFILE

SCORE STATUS FOR PRODUCT 00P02: DEFAULT PRODUCT DELIVERED  
FICO CLASSIC 2004 SCORE: +666 FACTORS: 038 013 016 018  
38=Serious delinquency, and public record or collection filed  
13=Time since delinquency is too recent or unknown  
16=Lack of recent revolving account information  
18=Number of accounts with delinquency

*THIS IS AN OUTSTANDING SCORE  
FOR A 16 MO OLD BKT*

*NOTE: Pymt  
History B/4 BKT*

## TRADES

SUBNAME	SUBCODE	OPENED	HIGHCRED	TERMS	MAXDELO	PAYPAT	1-12 MOP
ACCOUNT#		VERIFIED	CREDLIM	PASTDUE	AMT-MOP	PAYPAT	13-24
ECOA COLLATRL/LOANTYPE		CLSD/PD	BALANCE	REMARKS			MO 30/60/90
<u>BK OF AMER</u>	B	03/2001	\$10545				
I Credit Card		06/2007A	\$8900	\$0			R09
		10/2006P	\$0	Purchases by Another Lender			
<u>CHASE</u>	B	01/2002	\$2556				
I Credit Card		08/2007A	\$2000	\$0			B9P
		07/2007P	\$0	Closed By Customer			
<u>CHASE</u>	B 0	01/2001	\$1505				
I Credit Card		06/2007A	\$1500	\$0			111111111111 R01
		10/2004P	\$0	Acct Closed by Grantor			111111111111 48 00/00/00
<u>CITI</u>	B	09/2004	\$2400				
I Credit Card		01/2007A	\$2400	\$0			111111111111 R01
		10/2005P	\$0	Acct Closed by Grantor			111111111111 28 00/00/00
<u>SOVEREIGN BK B</u>		04/1999	\$10223	60M			
1 Automobile		07/2004A	\$0	\$0			11111 I01
		07/2004C	\$0	Closed			05 00/00/00
	B	04/1999	\$10223	60M221			
I Secured		01/2004A	\$0	\$0			X111111111111 I01
		01/2004C	\$0	Transferred Account			111111111111 45 00/00/00

Pymt. History

ACCOUNT	DATE	AMOUNT	DESCRIPTION	STATUS
TD BANK N.A. B	04/2001	\$2000	18M127	
I Unsecured	10/2002A	\$0		
	10/2002C	\$0	Closed By Customer	
ACS/B OF A B	0/1997	\$2625	29M50	
I Student Loan	10/2000A	\$0		
	10/2000C	\$0	Closed	
GEMB/OLDNAVY C	0/2001	\$2105		
I Charge Account	07/2010M	\$3650		
	10/2008P		Chapter 7 Bankruptcy	
DSNB MACYS D	04/2003			
I Charge Account	06/2010M			
	07/2008P		Included in Bankruptcy	
BK OF AMER E	0/2005	\$20778		
I Line of Credit	12/2008M	\$18000		
	09/2008P		Included in Bankruptcy	
LANE BRYANT C O	6/2004	\$1143		
I Charge Account	11/2007A	\$400		
	11/2007P		Chapter 7 Bankruptcy	

*too much credit and monthly payments...*

INQUIRIES	DATE	ECOA	SUBCODE	SUBNAME	TYPE	AMOUNT
	07/26/2010	I				

CREDIT SUMMARY: TOTAL HISTORY										
#PUB REC	#COLL	#INQ	#NEG	TRADES:TOT	NEG	NEG HIS	R/CC	INS	MRTG	OPN ACC
1	1	1	0	12	6	0	8	4	0	0

CREDIT SUMMARY DESCRIPTION						
ACC. TYPE	HI CREDIT	CREDIT LMT	BALANCE	PAST DUE	MTHLY PMT	%AVAIL
TOTALS						

COLLECTIONS						
T/D RMK	MP	CURR BAL	ORIG BAL	VERIF'D VI	CLOSED	CI
O/I CBL UR			\$713	12/2008 M		
AGENCY:	CREDIT			MEM CD:		
CREDITOR:	MEDICAL					
				IND CD:	06/2008	07/2007
				ACCOUNT#:		

PUBLIC RECORD					
SOURCE	ECOA	DAT RPT	LIAB	ASSETS	PAY DAT
Z	I	11/2008	\$0	\$0	03/2009
CORD TYPE: Chapter 7 Bankruptcy Discharged					

NOTE: DISCHARGED 3/09

## HYLS Underwriting Guide

[Home](#) | [Reporting](#) | [Log Off](#)

## Scorecard for: Emily

Date: 8/31/2010 12:39:55 PM

Member Name: Emily

Loan Officer Name:

## Top Positive Factors

- 14. Payment History on the Most Recent Open Vehicle Loan
- 22. Total Outstanding Unsecured Debt Versus Annual Gross Income (AGI)
- 2. Total Dollar Amount on Deposit with the Credit Union
- 6. Length of Time the Member has Lived at their Current and Previous Addresses
- 13. Total Dollar Amount Past Due With All Creditors

Total Positive Point 140

Total Negative Point -10

Total Factor Points 130

Credit Score 666

## Top Negative Factors

- 3. Number of Current and Prior Satisfactory Loans in excess of \$500 with the Credit Union
- 4. Highest Dollar Loan Amount the Member has ever had with the Credit Union

Adjusted Credit Score 796

1. Number of Years as an Active Member: 0 to 5 years
2. Total Dollar Amount on Deposit with the Credit Union: \$1,001-\$5,000
3. Number of Current and Prior Satisfactory Loans in excess of \$500 with the Credit Union: 0
4. Highest Dollar Loan Amount the Member has ever had with the Credit Union: No Prior Loans
5. Direct Deposit or Payroll Deduction: Less Than 1 Year
6. Length of Time the Member has Lived at their Current and Previous Addresses: 5.1 to 10 Years
7. Length of Time the Member has been Employed at their Current and Previous Jobs: 2.1 to 5 Years
8. Valid Credit Score: 640-679
9. Credit Score with No Credit Flaws (living on inflated income): Credit with Flaws or Not a Valid Credit Score
10. Inquiries in the Past 24 Months: 0-5
11. Number of Open or Closed Trade Lines as a Percentage of Members Age: 31-40%
12. Number of New Trade Lines Opened in the Past 24 Months with a Balance: 0-2
13. Total Dollar Amount Past Due With All Creditors: \$0
14. Payment History on the Most Recent Open Vehicle Loan: Current for 37+ Months
15. Payment History on the Last Prior Vehicle Loan: No Prior Vehicle Loan
16. Loan to Value on Vehicle Loan Request : 91% to 100%
17. Number of Vehicle Loans Opened in the Past 5 Years: 0-1
18. Loan Amount Versus Term (consumer loans only): Within Guidelines
19. New Vehicle Loan Being Purchased Versus Annual Gross Income (AGI): 0-50% of AGI
20. Total Secured Loan Balances Outstanding Versus Annual Gross Income (AGI): No Outstanding Vehicle Loans
21. Debt to Income Ratio: 21-30%
22. Total Outstanding Unsecured Debt Versus Annual Gross Income (AGI): 0-10% of AGI
23. Total Unsecured Dollar Amount Outstanding: \$0-\$5,000
24. Total Mortgage Debt Versus Annual Gross Income: Not a Homeowner
25. Number of Late Payments on Open Mortgage Loans: Not a Homeowner
26. Available Equity in Real Estate: Not a Homeowner
27. Cashing Out Real Estate Equity (living on inflated income with real estate equity): Not a Homeowner

# What Can We Learn From Emily?

- There are lots of Emily's out there.
- She paid her bills before the bankruptcy.
- Her score would have been in the 700+ range before the bankruptcy.
- She has no new debt in over a year.
- Only one inquiry.
- Good job and stability.
- Money in her checking.
- Would have gladly paid you a good rate.
- Needs a credit card.

## Ask yourself:

- *Will you loan money to members who cause you a loss?*
- *Are you marketing to former bankrupts?*
- *Do you get a list from the bankruptcy court of discharged bankruptcies?*
- *Would your employees have said "no" (as this credit union did) if Emily's score was "796"? We think 796 more accurately reflects true risk.*

## Relationship Lending

- *Everybody pays somebody*
- *Give the member a reason to pay you*

## Most members will continue to need credit after they go bankrupt:

- *Auto loans*
- *Credit cards*
- *Possibly a mortgage*

**Credit unions should be looking for a lifetime relationship, not one and done.  
Credit unions that teach employees to focus on relationship lending will prosper, while others struggle.**

## HYLS Loan Application

Applicant		Joint Applicant or Co-Signer (please circle one)	
Motivation Purpose			
Loan Amount	\$		
Term			
Year, Make Model			
Retail Value	LTV%		
<b>Membership</b>			
Account Number	Member Since		
Checking \$	Savings \$		
Balances with credit union	Number of loans with credit union	Highest loan amt with credit union	
Direct Deposit with CU	How long?		
<b>Name</b>		<b>Name</b>	
SS#	Date of Birth	SS#	Date of Birth
Driver License #	Expiration Date	Driver License #	Expiration Date
<b>Current Address</b>		<b>Current Address</b>	
Street Address		Street Address	
City	State Zip	City	State Zip
Month/Year Moved In		Month/Year Moved In	
Rent or Own (circle one)	Landlord/Mortgage Company Payment	Rent or Own (circle one)	Landlord/Mortgage Company Payment
<b>Previous Address</b>		<b>Previous Address</b>	
Street Address		Street Address	
Rent or Own (circle one)	City State Zip	Rent or Own (circle one)	City State Zip
Month/Year Moved In	AND MOVED OUT	Month/Year Moved In	
<b>Phone Numbers</b>	Home Cell	<b>Phone Numbers</b>	Home Cell
<b>E-Mail Address</b>	Personal E-mail Address	<b>E-Mail Address</b>	Personal E-mail Address

Make sure to connect the dots



**Employment**

---

Name of Employer

---

Street Address

---

City State Zip

---

Date of Employment month/year

---

Position Title

---

Salary Hourly Weekly Annual

---

Phone

---

Work E-mail Address**Previous Employer**(if less than 5 years at  
current employer)

---

Name of Previous Employer

---

Street Address**Employment**

---

Name of Employer

---

Street Address

---

City State Zip

---

Date of Employment month/year

---

Position Title

---

Salary Hourly Weekly Annual

---

Phone

---

Work E-mail Address**Previous Employer**(if less than 5 years at  
current employer)

---

Name of Previous Employer

---

Street Address

<div style="border-bottom: 1px solid black; padding-bottom: 5px;">City _____ State _____ Zip _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Date of Employment month/year _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Position Title _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Salary      Hourly      Weekly      Annual</div>	<div style="border-bottom: 1px solid black; padding-bottom: 5px;">City _____ State _____ Zip _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Date of Employment month/year _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Position Title _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Salary      Hourly      Weekly      Annual</div>
<b>Assets</b> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Checking \$ _____ Savings \$ _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name of Financial Institution _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Checking \$ _____ Savings \$ _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name of Financial Institution _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Auto #1 _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Year, Make, Model _____ Mileage _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Insurance Information _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Company Name _____ Agent Name _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Address _____ Phone _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Real Estate Value _____ Purchase Price _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Balance Owed _____ Cash Paid Down _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">LTV% _____ Real Estate vs. AGI _____</div>	<b>Assets</b> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Checking \$ _____ Savings \$ _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name of Financial Institution _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Checking \$ _____ Savings \$ _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name of Financial Institution _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Auto #1 _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Year, Make, Model _____ Mileage _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Insurance Information _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Company Name _____ Agent Name _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Address _____ Phone _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Real Estate Value _____ Purchase Price _____</div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Balance Owed _____ Cash Paid Down _____</div>
<b>Miscellaneous</b> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Child Support (received or paid amount) _____</div>	<b>Miscellaneous</b> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Child Support (received or paid amount) _____</div>
<div style="display: flex; justify-content: space-between;"> <div> <b>References (To be completed only if loan is approved)</b>  Two Closest Living Relatives 1  <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name _____ Address _____ Phone Number _____</div> 2  <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name _____ Address _____ Phone Number _____</div> Two Closest Personal References 1  <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name _____ Address _____ Phone Number _____</div> 2  <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name _____ Address _____ Phone Number _____</div> Landlord's Information  <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name _____ Address _____ Phone Number _____</div> Supervisor's Information  <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name _____ Address _____ Phone Number and Extension _____</div> </div> <div> <b>ONLY COMPLETE IF YOU'RE GOING TO MAKE THE LOANS.</b> </div> </div>	

YOU NEED THIS INFORMATION!

# **Saving You Money with HYLS**

## *Predicting What Is Going to Happen*

### **HYLS vs. Traditional Scoring Model**

It would be very difficult to predict the outcome of a loan based on:

- *Past credit history*
- *Current credit history*

There are many other factors we have just discussed which will give you a better overall picture.

### **Loan Example**

On the following pages is a loan example on a member who wanted to borrow \$31,732. The credit bureau score was 758 or A++ business. The HYLS score was 498 or “E- - -.” Why would the scores be so far apart? Let’s take a look at the loan application, credit bureau report and interviewer notes and then you decide which score best represents the risk you are taking.

**Note: Focus on the interview and the write-up notes. This credit union gets it!**

"TUENDUWA" INTERVIEWING  
SKILL.

Federal Credit Union  
"Proud To Serve"

GREAT JOB :)

OUTSTANDING

non-member

**LOANLINER**

Application

**Married Applicants:** May apply for a separate account.

**Individual Credit:** You must complete the **Applicant** section about yourself and the **Other** section about your spouse if:

1. you live in or the property pledged as collateral is located in a community property state (AK, AZ, CA, ID, LA, NM, NV, TX, WA, WI),

2. your spouse will use the account, or

3. you are relying on your spouse's income as a basis for repayment. If you are relying on income from alimony, child support, or separate maintenance, complete the **Other** section to the extent possible about the person on whose payments you are relying.

**Joint Credit:** Each Applicant must individually complete the appropriate section below. If Co-Borrower is spouse of the Applicant, mark the Co-Applicant box.

**Guarantor:** Complete the **Other** section if you are a guarantor on an account/loan.

**LOANLINER Account/Loan:**

(Including ATM/Debit Card Access to the Account if Available)

Amount Requested \$ 31,732.00

Purpose/Collateral:

Repayment:

**PAYMENT PROTECTION**

If you answer "yes", then the credit union will disclose the cost of this voluntary payment protection to you. A separate election which discloses the terms and conditions must be signed for protection to be effective.

**APPLICANT**

NAME

MATT

MOTHER'S MAIDEN NAME

ACCOUNT NUMBER

SOCIAL SECURITY NUMBER

DRIVER'S LICENSE NUMBER/STATE

AGES OF DEPENDENTS

EMAIL ADDRESS

BIRTH DATE

10-22-1968

HOME PHONE

BUSINESS PHONE/EXT.

PRESENT ADDRESS

0

LENGTH AT RESIDENCE

3

PREVIOUS ADDRESS

LENGTH AT RESIDENCE

COMPLETE FOR JOINT CREDIT, SECURED CREDIT OR IF YOU LIVE IN A COMMUNITY PROPERTY STATE:

MARITAL STATUS:

EMPLOYMENT/INCOME \$ 57,500.00

PER A

G

NAME AND ADDRESS OF EMPLOYER

AND SONS

TITLE/GRADE

ACCOUNT EXEC.

START DATE

07-09-1999

HOURS AT WORK

SUPERVISOR'S NAME

IF SELF EMPLOYED, TYPE OF BUSINESS

NOTICE: ALIMONY, CHILD SUPPORT, OR SEPARATE MAINTENANCE INCOME NEED NOT BE REVEALED IF YOU DO NOT CHOOSE TO HAVE IT CONSIDERED.

OTHER INCOME

\$

PER

SOURCE

\$

PER

SOURCE

\$

PER

SOURCE

**OTHER**

NAME

MOTHER'S MAIDEN NAME

ACCOUNT NUMBER

SOCIAL SECURITY NUMBER

DRIVER'S LICENSE NUMBER/STATE

AGES OF DEPENDENTS

EMAIL ADDRESS

BIRTH DATE

HOME PHONE

BUSINESS PHONE/EXT.

PRESENT ADDRESS

LENGTH AT RESIDENCE

PREVIOUS ADDRESS

LENGTH AT RESIDENCE

COMPLETE FOR JOINT CREDIT, SECURED CREDIT OR IF YOU LIVE IN A COMMUNITY PROPERTY STATE:

MARITAL STATUS:

EMPLOYMENT/INCOME \$

PER

NAME AND ADDRESS OF EMPLOYER

TITLE/GRADE

START DATE

HOURS AT WORK

SUPERVISOR'S NAME

IF SELF EMPLOYED, TYPE OF BUSINESS

NOTICE: ALIMONY, CHILD SUPPORT, OR SEPARATE MAINTENANCE INCOME NEED NOT BE REVEALED IF YOU DO NOT CHOOSE TO HAVE IT CONSIDERED.

OTHER INCOME

\$

PER

SOURCE

\$

PER

SOURCE

\$

PER

SOURCE

**Note:** This credit union is marketing to public to get rid of their credit card debt.

\*MATTHEW P

SS:  
DOB: 01/19/68E: W SON  
RPTD: 12-99 TO 8-09 URPTD: 10-07 TO 8-09 U 9X  
LAST SUB:E: W AND SONS  
RPTD: 5-08 TO 1-10 I

\* MARTIN AVE

RPTD: 1-07 TO 8-07 U

\*36 RD

RPTD: 1-05 TO 1-07 U 1X

\*MATT P

MATTHEW, MAT

----- FRAUD SHIELD SUMMARY -----  
 INPUT SSN ISSUED 1981-1984  
 FROM 7-01-10 INQ COUNT FOR SSN=1  
 FROM 7-01-10 INQ COUNT FOR ADDRESS=2

----- PROFILE SUMMARY -----  
 PUBLIC RECORDS-----0 PAST DUE AMT-----\$0 INQUIRIES--11 SATIS ACCT--33  
 INST/OTH BAL---\$51,247 SCH/EST PAY---\$1,341 INQS/6 MO---1 NOW DEL/DRG---0  
 R ESTATE BAL---\$283,774 R ESTATE PAY---\$1,508 TRADELINE--33 WAS DEL/DRG---0  
 TOT REV BAL---\$33,777 TOT REV AVAIL-----52%+ PAID ACCT--22 OLD TRADE--5-92

----- SCORE SUMMARY -----  
 FICO RISK SCORE 2 = 758

## SCORE FACTORS:

10 RATIO OF BALANCE TO LIMIT ON BANK REVOLVING OR OTHER REV ACCTS TOO HIGH  
 08 TOO MANY INQUIRIES LAST 12 MONTHS  
 06 TOO MANY CONSUMER FINANCE COMPANY ACCOUNTS  
 05 TOO MANY ACCOUNTS WITH BALANCES

+++++ MORE

WHAT THIS IS TELLING YOU  
 IS THE MBS'S SPENDING PATTERNS  
 HAVE CHANGED

DIFFERENCE IN  
 H/L/S E F.I.C.O  
 MAR Agree w/us.

TNYH HPM

,MATT

;CA-

PAGE 2 DATE 10-22-2010 TIME 15:08:31 V201 TNYH

----- TRADES -----  
 SUBSCRIBER OPEN AMT-TYP1 AMT-TYP2 ACCTCOND PYMT STATUS  
 SUB# KOB TYP TRM ECOA BALDATE BALANCE PYMT LEVEL MOS REV PYMT HISTORY  
 ACCOUNT # LAST PD MONTH PAY PAST DUE MAXIMUM BY MONTH  
 \*CITIFINANCIAL MORTGAGE 8-03 \$70,000-0 REFINANC CURR ACCT  
 FP R/C 30Y 1 1-31-05 1-05 ( 6) BCCCCC  
 1-05

\*\* ACCOUNT CLOSED DUE TO REFINANCE \*\*

BCCCCCCCCC

CURR ACCT

BCCCCCCCCCCCCC

CURR ACCT

B000000000-0N

CURR ACCT

BCCCCCCCCCCCCC

CURR ACCT

BCCCCCCCCCCCCC

CURR ACCT

B00000000000000

CURR ACCT

BCC--CCCCCCCC

CURR ACCT

B00000000000

PYMT STATUS

## PYMT HISTORY

BY MONTH

CURR ACCT

CCCCCCCCCCCC

CCCCCCCCCCCC

GROUP 3: CLOSURE

CURR ACCT  
CCCCCCCC

CCCCCCCC

CURR ACCT

3000000000000000

00000000CCCC

04.03.2019 15:04:03

CURR ACCT  
CCCCCCCC

CCCCCCCC

Pays

FEDERAL	9-02	\$20,000-L	\$20,000-H	PAID	CURR ACCT
FC H/E LOC 1	7-23-04		7-04	(23)	B0CCCCCCCCCCCC
					CCC-CCCCC
** ACCOUNT CLOSED AT CONSUMER'S REQUEST **					
FEDERAL	11-03	\$15,000-O		PAID	CURR ACCT
FC UNS 60 1	6-25-04		6-04	( 8)	BCCCCCCC
SARATOGA NATIONAL BANK					
BB AUT 66 1	5-31-04	\$22,602-O	5-04	PAID	CURR ACCT
				(21)	BCCCCC-CCCCC
					CCCCCCC
BAC HOME LOANS SERVICE					
BM R/F 30Y 1	9-30-03	\$54,700-O	9-03	PAID	CURR ACCT
				(58)	BCCCCCCCCCCCC
					CCCCCCCCCCCC
FEDERAL					
FC REC 36 1	10-25-02	\$3,500-O	10-02	PAID	CURR ACCT
				(35)	BCCCCCCCCC-C
					CCCCCCCCCCCC
FEDERAL					
FC AUT 72 1	9-20-02	\$33,078-O	9-02	PAID	CURR ACCT
				(43)	BCCCCCCCCC-CC
					CCCCCCCCCCCC-
*CHASE BANK USA, NA					
BC CRC REV 1	8-26-02	\$3,000-L	\$2,500-H	PAID	CURR ACCT
			8-02	( 3)	BC0
** ACCOUNT CLOSED AT CONSUMER'S REQUEST **					
FEDERAL	7-07	\$3,000-O		PAID	CURR ACCT
FC UNS 60 1	7-19-02		7-02	( 1)	B
*AMEX					
BC CRC 1 1	12-05-01	UNK	12-01	PAID	CURR ACCT
				( 1)	B
** ACCOUNT CLOSED AT CREDIT GRANTOR'S REQUEST **					
THD/CBSD	7-06	\$10,000-L	\$1,019-H	OPEN	CURR ACCT
BC CHG REV 1	10-22-10	\$197	10-10	(52)	CCCCCCCCCCCC
	10-10	\$10			CCCCCCCCCCCC
GEMB/GE MONEY BANK LOW					
LZ CHG REV 1	10-01	\$3,500-L	\$2,352-H	OPEN	CURR ACCT
	10-20-10	\$142	10-10	(99)	CCCCCCCCCCCC
	10-10	\$15			CCCCCCCC0000
SEARS/CBSD					
BC CRC REV 1	12-96	\$14,700-L	\$9,910-H	OPEN	CURR ACCT
	10-09-10	\$7,576	10-10	(99)	CCCCCCCCCCCC
	10-10	\$173			CCCCCCCCCCCC
ZALES/CBSD					
ZR CHG REV 1	12-07	\$5,000-L	\$1,403-H	OPEN	CURR ACCT
	10-09-10	\$0	10-10	(34)	0000CCCCC000

5-10 \$20 Cashed out owed 87,000 \$65 000CCCCCCCC  
 ONEWEST BANK 5-06 \$288,000-0 OPEN CURR ACCT  
 FB R/C 30Y 1 10-05-10 \$283,774 (43) CCCCCCCCCCCC  
 9-10 \$1,508 NOTE: This is CCCCCCCCCCCC

MCYDSNB 12-97 UNK 10-10 OPEN CURR ACCT  
 DZ CHG REV 1 10-01-10 \$0 (50) 000CCCCCCCC000  
 7-10 \$5 000CCCCCCCC  
 87% NOTE TERM! NO IMPACT ON SCORE 5x.5 SCORE!  
 TOYOTA MOTOR CREDIT 7-09 \$25,320-0 OPEN CURR ACCT  
 FA AUT 84 1 9-30-10 \$22,400 (15) CCCCCCCCCCCC  
 9-10 \$396 CC 2/1X IS MAX

+++++ MORE

FACIS, ANY EQUITY?  
 Will MBR Keep This or Should we

TNYH HPM

MATT

CONSIDER FINANCING A NEW CAR?

WE SHOULD DO ONE OR THE OTHER DEPENDING ON  
 VALUE AND MEMBER DESIRE. ① WE CAN MAKE \$

② WE CAN BUILD A LIFETIME

RELATIONSHIP

PAGE 5 DATE 10-22-2010 TIME 15:08:31 V201 TNYH

SUBSCRIBER OPEN AMT-TYP1 AMT-TYP2 ACCTCOND PYMT STATUS  
 SUB# KOB TYP TRM ECOA BALDATE BALANCE PYMT LEVEL MOS REV PYMT HISTORY  
 ACCOUNT # CASHED OUT LAST PD MONTH PAY PAST DUE MAXIMUM BY MONTH

CHARTER ONE NA 2-07 \$30,000-0 OPEN CURR ACCT  
 BB HEI 300 1 9-30-10 \$28,847 (44) CCCCCCCCCCCC  
 9-10 \$220 2 YOU DON'T WANT THIS

HSBC/BSBUY 2-02 \$4,600-L \$2,979-H OPEN CURR ACCT  
 ZR CHG REV 1 9-29-10 \$1,706 (99) CCCCCCCCCCCC  
 9-10 \$18 CCCCCCCCCCCC

DISCOVER FIN SVCS LLC 3-07 \$13,300-L \$10,747-H OPEN CURR ACCT  
 BC CRC REV 1 9-26-10 \$10,747 (43) CCCCCCCCCCCC  
 9-10 \$215 CCCCCCCCCCCC

FEDERAL 3-98 \$20,000-L \$17,887-H OPEN CURR ACCT  
 NU CRC REV 1 9-21-10 \$13,409 (86) CCCCCCCCCCCC  
 8-10 \$269 CCCCCCCCCCCC

#### INQUIRIES

FIRST AMERICAN CREDCO 10-14-10 FR R/E  
 FEDERAL 1-07-10 FC UNK C/G  
 DISCOVER FINANCIAL SER 8-29-09 BC  
 TOYOTA MOTOR CREDIT 7-11-09 FA  
 CREDCO 7-11-09 ZA AUT  
 FEDERAL 7-01-09 FC UNK C/G  
 FEDERAL 5-22-09 FC UNK C/G  
 DISCOVER FINANCIAL SER 4-09-09 BC  
 CREDSTAR/QUICKEN LOANS 3-12-09 FR UNK R/E  
 PRESTIGE AUTOMOBILES 2-06-09 AN AUT  
 PRESTIGE AUTOMOBILES 11-28-08 AN AUT

③ Close The  
 DEAL While The  
 MBR IS  
 IN THE OFFICE

2 Bet They Lose \$!



## HYLS Underwriting Guide

[Home](#) | [Reporting](#) | [Log Off](#)

## Scorecard for: Matt

Date: 10/25/2010 10:12:36 AM

Member Name: Matt

Loan Officer Name:

## Top Positive Factors

- 25. Number of Late Payments on Open Mortgage Loans
- 7. Length of Time the Member has been Employed at their Current and Previous Jobs
- 8. Valid Credit Score
- 13. Total Dollar Amount Past Due With All Creditors
- 14. Payment History on the Most Recent Open Vehicle Loan

Total Positive Point 150

Total Negative Point -410

Total Factor Points -260

Credit Score 758

## Top Negative Factors

- 21. Debt to Income Ratio
- 22. Total Outstanding Unsecured Debt Versus Annual Gross Income (AGI)
- 23. Total Unsecured Dollar Amount Outstanding
- 24. Total Mortgage Debt Versus Annual Gross Income
- 10. Inquiries in the Past 24 Months

Adjusted Credit Score 498

- 
- 1. Number of Years as an Active Member: New Member
  - 2. Total Dollar Amount on Deposit with the Credit Union: Less than \$250
  - 3. Number of Current and Prior Satisfactory Loans in excess of \$500 with the Credit Union: 0
  - 4. Highest Dollar Loan Amount the Member has ever had with the Credit Union: No Prior Loans
  - 5. Direct Deposit or Payroll Deduction: No Direct Deposit
  - 6. Length of Time the Member has Lived at their Current and Previous Addresses: 2.1 to 5 Years
  - 7. Length of Time the Member has been Employed at their Current and Previous Jobs: 10.1 to 20 Years
  - 8. Valid Credit Score: 730-774
  - 9. Credit Score with No Credit Flaws (living on inflated income): 720+
  - 10. Inquiries in the Past 24 Months: 11-15
  - 11. Number of Open or Closed Trade Lines as a Percentage of Members Age: 61-80%
  - 12. Number of New Trade Lines Opened in the Past 24 Months with a Balance: 0-2
  - 13. Total Dollar Amount Past Due With All Creditors: \$0
  - 14. Payment History on the Most Recent Open Vehicle Loan: Current for 13-24 Months
  - 15. Payment History on the Last Prior Vehicle Loan: Current for 13-24 Months
  - 16. Loan to Value on Vehicle Loan Request : Not a Vehicle Request
  - 17. Number of Vehicle Loans Opened in the Past 5 Years: 2-3
  - 18. Loan Amount Versus Term (consumer loans only): Within Guidelines
  - 19. New Vehicle Loan Being Purchased Versus Annual Gross Income (AGI): This is Not a Vehicle Loan Request
  - 20. Total Secured Loan Balances Outstanding Versus Annual Gross Income (AGI): 0-50% of AGI
  - 21. Debt to Income Ratio: 61%+
  - 22. Total Outstanding Unsecured Debt Versus Annual Gross Income (AGI): 36% and above of AGI
  - 23. Total Unsecured Dollar Amount Outstanding: \$30,001-\$50,000
  - 24. Total Mortgage Debt Versus Annual Gross Income: 3.6 Times AGI and above
  - 25. Number of Late Payments on Open Mortgage Loans: No Delinquency in the Past 24 Months
  - 26. Available Equity in Real Estate: \$0-\$50,000
  - 27. Cashing Out Real Estate Equity (living on inflated income with real estate equity): Cashed Out 1 Time in the Past 5 Years

These are great  
notes!!!

ACCOUNTSUF	PP	CommentDate	ENTRY TIME	COMMENT 60
1	10/25/2010	90039		MEMBER IS LOOKING FOR DEBT CONSOLIDATION LOAN FOR THE
1	10/25/2010	90039		MAXIMUM 30K TO CONSOLIDATE HIS CREDIT CARD AND UNSEC DEBT
1	10/25/2010	90039		INTO ONE MONTHLY PAYMENT. <i>with us, why now!</i>
1	10/25/2010	90245		HE IS AN ACCOUNT MANAGER FOR AN INDUSTRIAL SUPPLY COMPANY
1	10/25/2010	90245		AND THE ECONOMY HAS HIT HIS BUSINESS PRETTY HARD, HE SAYS
1	10/25/2010	90245		HE HAS LOST 7 OF HIS 10 LARGEST ACCOUNTS AND SINCE MUCH OF
1	10/25/2010	90245		HIS SALARY IS FROM COMMISSION, HE HAS TAKEN A PRETTY SEVERE
1	10/25/2010	90246		PAY CUT. HE IS ADJUSTING TO MAKING ABOUT 30K LESS THAN HE
1	10/25/2010	90246		DID 2 YEARS AGO, AND HE WANTS TO GET HIS DEBT UNDER
1	10/25/2010	90246		CONTROL. <i>(Nice job &amp; write up).</i>
1	10/25/2010	90432		HE BUILT HIS OWN HOME, WHICH IS WHAT THE MAJORITY OF THE
1	10/25/2010	90432		UNSEC DEBT COMES FROM. FOR EXAMPLE, THERE WERE
1	10/25/2010	90432		UNEXPECTED BUILDING COSTS FOR THE SEPTIC TANK AND THE FOUNDATION (HE
1	10/25/2010	90432		HIT BEDROCK), SO MANY OF HIS EXPENSES WERE BEYOND HIS
1	10/25/2010	90432		CONTROL, HE STATES.
1	10/25/2010	90538		HIS WIFE CONTRIBUTES 600/MO TO THE HOUSEHOLD, HE SAYS 400
1	10/25/2010	90538		GOES TO THE MTG AND THE REST TOWARD UTILITIES. HE DOES NOT
1	10/25/2010	90538		WANT TO ADD HER ONTO THE APPLICATION BECAUSE HER INCOME IS
1	10/25/2010	90538		NOT SUFFICIENT AND NOT REPORTABLE. <i>WHAT. THAT GOT TO DO WITH ADDING HER</i>
1	10/25/2010	90638		HE IS CURRENTLY IN THE PROCESS OF RENEGOTIATING HIS
1	10/25/2010	90638		MORTGAGE WITH FANNIE MAE. HE QUALIFIES FOR THEIR MORTGAGE
1	10/25/2010	90638		RELIEF PROGRAM BUT HIS APPLICATION IS STILL BEING PROCESSED
1	10/25/2010	90638		AND HAS BEEN FOR A FEW MONTHS.
1	10/25/2010	110605		HIGH DTI @ 75%. UNSEC VS AGI IS AN ALARMING 59%, SEC VS
1	10/25/2010	110605		AGI IS 39%.
1	10/25/2010	111437		HYLS SCORE -260 PTS. POSITIVES: NO LATE PAYS ON MTG LOANS,
1	10/25/2010	111437		LENGTH OF TIME AT CURR/PREV JOB, VALID SCORE, MO PAST DUE,

ACCOUNTSUF	PP	Comment	Date	ENTRY TIME	COMMENT 60
1	10/25/2010	111437			<u>PMT HISTORY ON MOST RECENT VEHICLE LOAN. NEGATIVE: DTI,</u>
1	10/25/2010	111437			<u>UNSEC VS AGI, UNSEC AMOUNT OUTSTANDING, MTG DEBT VS AGI,</u>
1	10/25/2010	111437			<u>INQUIRIES IN PAST 24 MOS.</u>
1	10/25/2010	111723			THIS MEMBER APPEARS TO BE <u>OVEREXTENDED</u> . I UNDERSTAND A
1	10/25/2010	111723			RECENT CHANGE IN CIRCUMSTANCES AND A DECREASE IN PAY HAS
1	10/25/2010	111724			HURT HIS BOTTOM LINE PRETTY SEVERELY, I DONT KNOW THAT THIS
1	10/25/2010	111724			MEMBER EVER HAD THE CAPACITY TO REPAY THE AMOUNT OF UNSEC.
1	10/25/2010	112755			HE HAS INCURRED. FOR EXAMPLE, EVEN WITH THE AMOUNT HE SAYS
1	10/25/2010	112755			HE LOST IN SALARY RECENTLY (30K TOTAL, BRINGING SALARY TO
1	10/25/2010	112755			<u>APPK 87K</u> ), DTI 40%, UNSEC VS AGI IS 39% AND MTG DEBT VS AGI
1	10/25/2010	112755			IS STILL 3.5X AGI. I FEEL THIS MEMBER IS <u>HEADED FOR</u>
1	10/25/2010	112755			<u>TROUBLE</u> , AND I DON'T KNOW THAT THIS LOAN WILL HELP HIS
1	10/25/2010	112755			SITUATION. FOR ONE THING <u>WE CANNOT CONSOLIDATE ALL HIS</u>
1	10/25/2010	112755			<u>CARDS</u>
1	10/25/2010	112755			AND LINES AS THEY TOTAL 33,700, SO HE WILL STILL HAVE OPEN
1	10/25/2010	112755			CARDS TO PAY DOWN ON HIS OWN. HE SAYS THAT HIS SALARY HAS
1	10/25/2010	112755			<u>BEEN STUBB</u> <u>LEVELED OFF</u> AND HE IS NO LONGER LOSING ACCOUNTS, BUT HE IS
1	10/25/2010	112755			STILL <u>HEAVILY LEVERAGED</u> . THIS MEMBER MAY BE HEADED FOR BK.
1	10/25/2010	112755			I AM GOING TO RECOMMEND DENIAL ON THIS LOAN <u>ON THE BASIS</u>
1	10/25/2010	112755			THAT THIS IS A <u>NON MEMBER</u> WHOSE UNSEC IS 59% AGI, HAS A <u>AFTER</u>
1	10/25/2010	112755			MORTGAGE THAT IS MORE THAN 5X HIS AGI, AND DTI IS 75%. HE IS <u>BK</u>
1	10/25/2010	112755			IN THE <u>PROCESS OF WORKING DOWN HIS MORTGAGE PAYMENT</u> , AND
1	10/25/2010	112755			WOULD SAY IF HE CAN LOWER THAT PAYMENT AND BRING HIS UNEC
1	10/25/2010	112756			TO <u>UNDER 30K WE CAN REVISIT</u> . FORWARDING TO FXF.
1	10/25/2010	114137			I AGREE WITH CRY. THIS MEMBER IS <u>WELL OVEREXTENDED</u> AND A
1	10/25/2010	114137			<u>BANKRUPTCY CANDIDATE</u> . THERE IS NO PLAN OF ACTION THAT
1	10/25/2010	114137			WOULD MAKE ME FEEL COMFORTABLE WITH THIS LOAN OTHER THEN
1	10/25/2010	114137			<u>BANKRUPTCY IN THE SHORT TERM</u> . MEMBER CAN KEEP HIS HOME
1	10/25/2010	114137			AND <u>START WITH A CLEAN SLATE</u> . IF HE DOES SO, WE CAN GIVE HIM A

ACCOUNTSUF	PP	CommentDate	ENTRY TIME	COMMENT 60
1		10/25/2010	114137	FRESH START WITH A SMALL UNSECURED LOAN. DENIED DUE TO
1		10/25/2010	114206	MEMBER BEING SUFFICIENTLY INDEBTED, HAS NO CAPACITY.
1		10/26/2010	91022	CALLED MEMBER TODAY, L/M REGARDING DECISION. WILL WITHDRAW
1		10/26/2010	91022	AT THE END OF THE DAY IF I DON'T HEAR BACK
1		10/26/2010	94239	DISCUSSED BANKRUPTCY WITH THIS MEMBER, HE WAS RECEPTIVE
1		10/26/2010	94239	TO IT. I TOLD HIM THAT IF HE DOES GO THROUGH THE PROCESS I'LL
1		10/26/2010	94239	WOULD HELP HIM OUT ON THE OTHER SIDE.



Now you're Talking !

WHAT.. Story ON TRANSPORTATION ?

We Should Have Either:

- o Paid off His EXISTING CAR LOAN  
Considering The Equity.

OR

- o Financed A NEW CAR Where  
He'll Have Equity AND Will  
Reaffirm WITH us + We Keep  
The Relationship



# Loan Officer Notes

The credit union does an outstanding job with their notes. A++! Most of you are saying “There’s no way, we don’t have time.” This loan was a \$31,732 decision with an “A++” score. This member is a prime bankruptcy candidate - maybe we do have time. Ask yourself, would these notes have made your decision easier?

## **Solutions**

This credit union did a great job; however, to insure the relationship you might have paid off the existing auto loan (if there was equity) or financed a new auto loan. If they got a great deal on a new auto, you would get a re-affirmation.

## **Loan Application**

Begin the process with a good application.

# Review



## Good Interviewers are:

- *Very passionate*
- *Positive*
- *Confident*
- *Friendly*
- *Like people*
- *High energy*
- *Driven*
- *Curious*
- *Great listeners*
- *Don't give up*
- *Good at knowing how to make it happen*

**By the way, they often end up as C.E.O.s, I can attest to that.**

