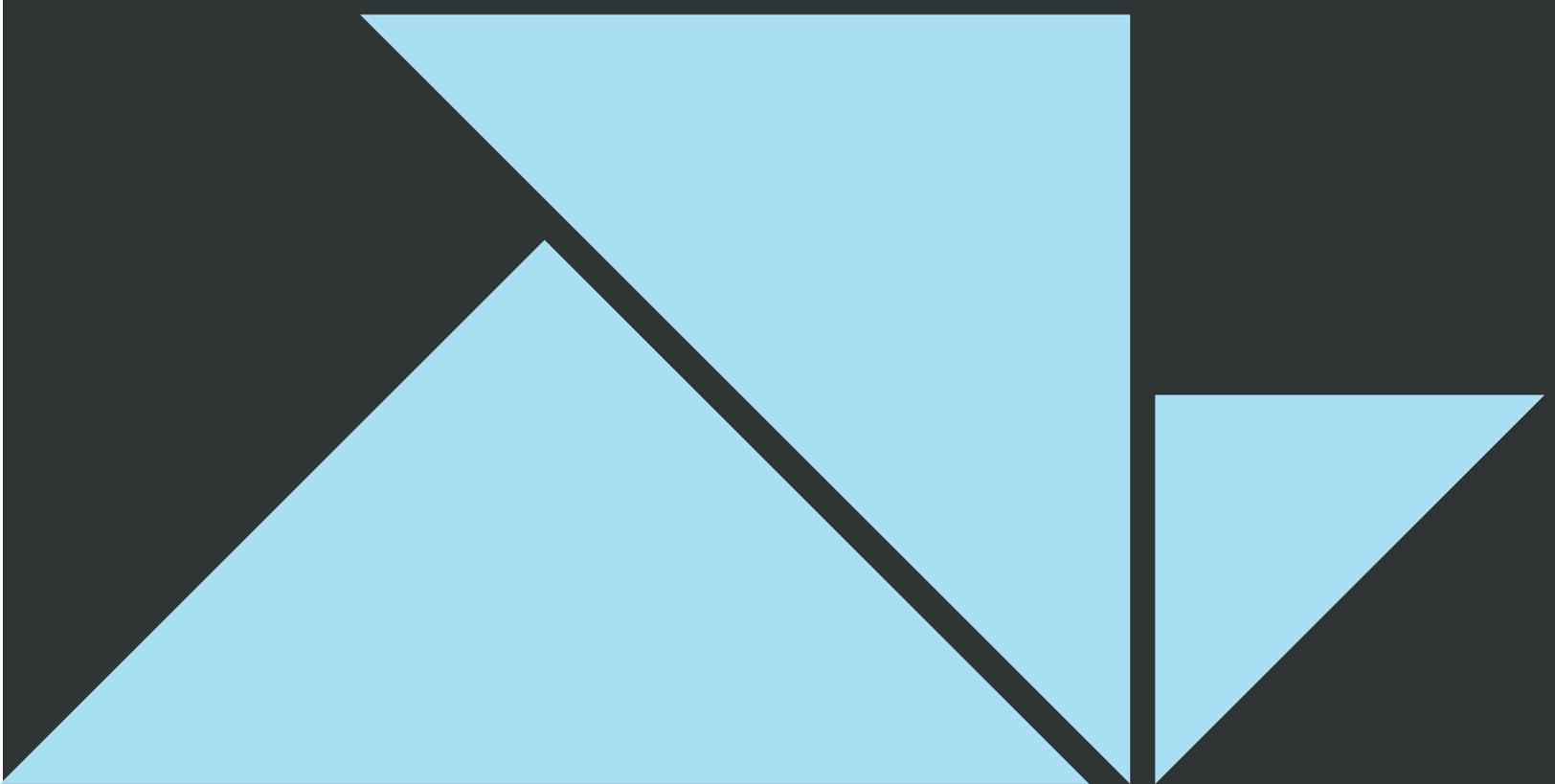
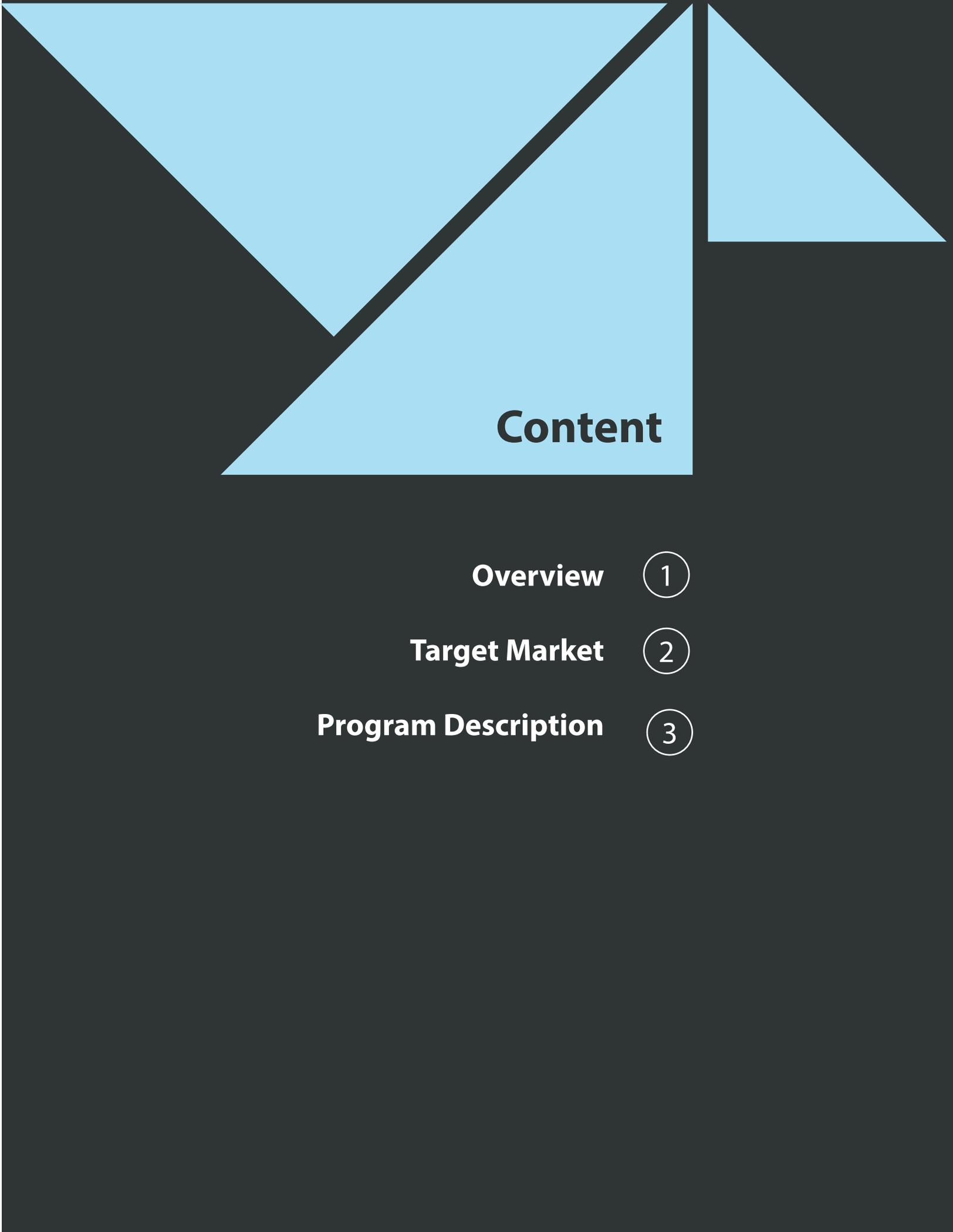




## **Online Consumer Lending Training Program**

**We offer you a low-cost effective,  
customizable and comprehensive  
online consumer lending program  
that provides the core skills  
necessary to review and analyze  
consumer lending requests.**



The image features a dark grey background with abstract light blue geometric shapes. A large light blue triangle is positioned in the upper left, with a thick black diagonal line extending from its top-right corner towards the center. To the right, a smaller light blue triangle is partially visible. The word "Content" is written in a bold, black, sans-serif font in the lower right area of the light blue triangle.

# Content

**Overview**

1

**Target Market**

2

**Program Description**

3

# 1

## Overview

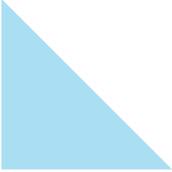
### Online Consumer Lending Training Program



Offers the best cost / benefit advantage for a program of its type.



Incorporates the knowledge and expertise of seasoned credit officers.



Reduces opportunity costs and traveling expenses of a traditional classroom based program.



Can be tailored made for the specific needs of a financial institution.

# Target Market

2

**The program is intended for:**

Consumer lending / Underwriting staff

Branch Managers

Assistant Branch Managers

Operations Staff

Platform Assistants

# Program Description

## Online Consumer Lending Training Program

# 3

Consumer Lending Fundamentals  
Assessment (50 multiple choice  
questions)

Assessment in key areas related to:

- Verifying key information
- Consumer regulations
- Underwriting the loan
- Personal financial statements and tax returns
- Loan administration and follow-up

Consumer Lending Suite  
(0.5 – 3.5 hours per module)

- Introduction to Consumer Credit
- Government Regulations and the Lending Process
- The Five Stage Lending Process
- Taking the Application
- Investigating the Applicant – Part 1  
Analyzing Credit Bureau Reports
- Investigating the Applicant – Part 2  
Analyzing Personal Financial  
Statements and Tax Returns
- Making the Loan Decision
- Processing the Loan
- Following up on the Loan
- Preventing Fraud

\* There is a multiple choice assessment at the end of each module.

We can also provide, by specific request and at an additional cost, tutoring services, webinars, classroom based courses, as well as customization of the online courses.

# 3

## Program Description

### Skills acquired in the Consumer Lending Program

You will learn a logical thought process to review and analyze a request. Some of the skills you will learn are as follows:

- How to conduct application interviews.
- How to verify income and employment information.
- How to read and evaluate a credit report.
- How to understand basic concepts in credit scoring.
- How to comply with consumer credit regulations.
- How to calculate debt service ratios.
- How to decline and make counteroffers.
- How to read tax returns and personal financial statements.
- How to structure the loan.
- How to establish and perfect security interest in collateral.
- How to follow-up and administer the loan.
- How to collect on delinquent accounts.

Case studies are used throughout the modules to give you real-world situations to practice your skills. Assessments accompany each module. In addition, you must complete a final assessment at the conclusion of the training program.

# Program Description

## Recommended Program of Study



# 3

It takes approximately 13 hours to complete the entire on-line consumer credit training program. Students can proceed at their own pace to complete the program.

Students have four months to complete the entire on-line consumer credit training program. Listed below is a recommended course of study to complete the entire program within a three and a half month time span. This allows enough time for vacation, personal or work related issues that can interrupt the course of study. Modules can be studied more than one time, however, the assessments at the end of each one should only be taken when the student feels he/she has mastered the material.

Week 1	Introduction to Consumer Credit
Week 2 + 3	Government Regulations and the Lending Process
Week 4	The Five Stage Lending Process and Taking the Application
Week 5	Investigating the Applicant – Part 1 Analyzing Credit Bureau Reports
Week 6 + 7	Investigating the Applicant – Part 2 Analyzing Personal Financial Statements and Tax Returns
Week 8 + 9	Making the Loan Decision
Week 10	Processing the Loan
Week 11	Following up on the Loan
Week 12	Preventing Fraud
Week 13	Review

# Consumer Lending E-Learning Module Highlights and Timeframes

Here are the highlights of the 10 modules and the time to complete each module.

## Module 1 Introduction to Consumer Credit

Time:  
1 hour

When you have finished this module, you should be able to:

- State four reasons individuals apply for consumer credit.
- Explain two ways banks make profits offering consumer loans.
- Describe three sources used by consumers to repay loans.
- List and describe seven competitors that offer consumer credit.
- Describe the four basic characteristics of consumer credit products.
- Cite four types of products and describe their characteristics.
- Describe the purposes of 10 different installment loans.

## Module 2 Government Regulations and the Lending Process

Time:  
3:20 hours

When you have finished this module, you should be able to:

- State the way regulations protect lenders and consumers
- Understand the purpose of fair lending regulations.
- State at least one requirement of Regulation P.
- List and describe three acts that prevent discrimination against credit customers.
- List the major provisions of the Community Reinvestment Act (CRA).
- Identify seven steps in the lending process affected by Regulation B.
- List the four disclosures required by Regulation Z.
- State three requirements the Fair Credit Reporting Act expects lenders to meet.
- State four requirements of the Home Mortgage Disclosure Act.

- State at least one requirement of Regulation AA.
- Describe four ways the Fair Debt Collection Practices Act protects consumers.
- List the provisions of the Bank Secrecy Act.
- State the requirements of the Real Estate Settlement Procedures Act.
- List the two major provisions of the Flood Disaster Protection Act.
- State the major provisions of the S.A.F.E. Act.
- Describe the purpose of the Service Members Relief Act (SCRA)
- List the major provisions of the John Warner National Defense Authorization Act.
- Describe the purpose of the Insider Regulation Act (Regulation O)

### Module 3 The Five Stage Lending Process

Time:  
20 minutes

When you have finished this module, you should be able to list the five stages in the lending process.

### Module 4 Taking the Application

Time:  
50 minutes

When you have finished this module, you should be able to:

- Properly respond to informal inquiries about obtaining loans.
- Describe six ways to make a loan applicant feel comfortable.
- List the categories of information on a loan application.
- Cite five characteristics of acceptable identification.
- Describe the five criteria for determining if a loan is appropriate.

### Module 5 Investigating the Applicant – Part 1 Analyzing Credit Bureau Report

Time:  
1 hours

When you have finished this module, you should be able to:

- Describe how to verify income and current employment.
- List five documents that can be used to verify the income of a self-employed applicant.
- Cite six sources of information about an applicant's credit history.
- List the three main sections of a credit report and the information each contains.

## Module 6

### Investigating the Applicant – Part 2 Analyzing Personal Financial Statements and Tax Returns

Time:  
1 ½ hours

When you have finished this module, you should be able to:

- State the formula for determining ability to repay.
- List six sections of the 1040 form that contain relevant information on a loan applicant and describe the information.
- Cite six federal income tax schedules that a self-employed applicant might file and the information you could gain from them.
- Explain nine ways a personal financial statement can help determine an applicant's ability to repay

## Module 7

### Making the Loan Decision

Time:  
1 ½ hours

When you have finished this module, you should be able to:

- List the industry standards for employment, residence, credit history, and debt/income ratio.
- For each of the four areas above, state one reason for granting a loan despite failure to meet industry standards.
- List and describe three types of counteroffers.
- Describe the four procedures for accepting collateral.
- List and explain five problems with accepting collateral.
- Cite five types of insurance and explain how they reduce the risks of granting a loan.

## Module 8

### Processing the Loan

Time:  
45 minutes

When you have finished this module, you should be able to:

- List and describe the terms that need to be set in a consumer loan.  
State the formula for determining interest.
- Explain the purpose of a security agreement and list its contents.
- Explain why a financing statement is filed and where it is filed for different types of installment loans.
- List seven common documents in a consumer loan file.
- State seven guidelines for executing loan documents.

When you have finished this module, you should be able to:

- List three ways to protect the institution's interest in collateral.
- Describe three types of delinquent borrowers and how each would respond to collection efforts.
- Explain three legal actions lenders can take to obtain repayment of a debt.
- Describe three methods of contacting a delinquent borrower.
- Explain the similarities and differences between Chapter 7 and Chapter 13 bankruptcies.
- State the restrictions placed on collections practices by the Fair Debt Collection Practices Act.

When you have finished this module, you should be able to:

- State eight ways an applicant may commit fraud.
- Describe five behaviors that might make you suspicious of a loan applicant.
- List five documents that are unacceptable as identification.
- Describe five steps to take in investigating an applicant that could help detect fraud.
- Cite three items on a credit report that might make you suspicious of an applicant's intentions.