



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.**



Content

Overview

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Target Market

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Program Description

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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

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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

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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.

Ensight 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. **Contact us at (914) 834 4555.**

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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

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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 three ways regulations protect lenders.
- State four ways regulations protect credit consumers.
- List and describe three acts that prevent discrimination against credit customers.
- Identify seven steps in the lending process affected by Regulation B.
- List the four disclosures required by Regulation Z.
- List two disclosures required by the Truth in Savings Act.
- State three requirements the Fair Credit Reporting Act expects lenders to meet.
- State four requirements of the Home Mortgage Disclosure Act.
- Describe four ways the Fair Debt Collection Practices Act protects consumers.

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.

Module 9 Following up on the Loan

Time:
45 minutes

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.

Module 10 Preventing Fraud

Time:
30 minutes

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.

Final Assessment

Time:
1 ½ hours

Total on-line consumer credit training program

Time:
13 hours