



# Credit Union Member Lending Compliance Training Sample

Issues

## *Common Questions.*

**A man is over three months behind with his auto loan payment. He is on the phone claiming that someone called him requesting a payment soon. He contends the only reason he has been called is because he is a minority. What do you say to this member?**

Sample  
Game  
Cards

(smaller  
than the  
Actual  
3 1/8" by  
2 1/4" size)

## *Unexpected Questions.*

**While filling out a personal loan application a man wants to know if he should put down under "other income" the \$200 per month he earns from gambling. What do you tell him and what do you do?**

## *Perceptions vs. Reality.*

**An angry woman is complaining that her loan coupon book has the incorrect payment due date. You notice she has made four payments already. What is your response?**

## *Reg. B issues.*

**A couple is asking for a second review for an auto loan. The couple admits that their credit is probably marginal but that their loan was rejected after one of their children admitted to the loan officer that he is home-schooled. You know that the original loan officer is married to a teacher. What do you say to this couple's request?**

## *Reg. C issues.*

**A couple is in requesting to know what financial ratios you use to determine credit worthiness for a home equity loan. They also want to know what kind of exceptions you make on regular basis. What is your answer to this unusual request?**

## *Reg. M issues.*

**A customer claims the final payoff on his truck lease is unreasonable. The model of vehicle leased has been a national embarrassment and the \$4,800 resale value is less than half of normal. His \$500 per month payments were an absolute waste. What do you do about his complaint?**

## *Proper Documentation.*

**A member wants an explanation. He has an adverse action notice rejecting his request for a credit card. He shows you the letter and envelope and points out that it was not postmarked for nearly two weeks, making it so that he did not receive the action notice for 34 days after his application. What will you say and do from here?**

## *Reg. Z issues.*

**A member is requesting his automobile contract be cancelled. He had purchased the car two days prior and says he knows he can return the car within three days. What do you say?**