



## FREQUENTLY ASKED QUESTIONS (FAQs)

### LOANS:

#### What type of loans do you offer?

We offer the following types of loans to our members:

- Consumer Loans: New and used auto loans, new and used motorcycle/RV loans, personal loans, and share secured loans
- Platinum Visa Credit Card
- In-House Real Estate Loans: Mortgage refinance loans and home equity line of credit loans
- Third-Party Real Estate Loans: FHA, VA, and a first-time homebuyer program

#### Do I have to be a member to apply for a loan?

Yes. You must be a member of the credit union before you may apply for a loan.

#### How do I apply for a loan?

There are several ways you may submit a loan application:

- In-person at our branch
- Over the phone
- Through Online Banking or our Mobile App

#### How do I qualify for a loan?

There are several factors taken into consideration when determining application approval. We review your entire credit profile, including but not limited to your credit score, repayment history, number of recent credit inquiries, and collections or other derogatory items (if applicable). We verify that your income is sufficient in relation to your debt, and that you have the means to repay the new loan request. Your account(s) must be in good standing, and other factors may be considered as needed, based on the type of loan application.

#### Do you have any loans to help rebuild my credit?

A share secured loan or a secured Platinum Visa credit card are good options to help rebuild damaged credit. You may also consider adding a qualified co-signer to your loan application.

#### Is there an application fee?

We do not have an application fee. However, there is a loan processing fee for consumer loans (please refer to our [Fee Schedule](#)), which is added to the amount borrowed. This fee is only assessed for loans that are approved and disbursed.

#### Can I get pre-approved for a car loan?

Yes. We encourage members to apply for pre-approval before they begin car shopping. Pre-approval is good for 60 days from the date we pull your credit report.

**Do you have credit cards?**

Yes. We offer a Platinum Visa credit card with a rewards program and lines of credit ranging from \$250 to \$20,000.

**Do you have mortgage loans?**

Yes. We offer mortgage refinance loans and home equity line of credit loans in-house. We offer FHA, VA, and a first-time homebuyer program through a third-party partner.

**Do you have Skip-A-Pay?**

Yes. Skip-A-Pay is available on eligible loans up to twice per calendar year. However, Skip-A-Pay cannot be used in consecutive months.

**What loans are eligible for Skip-A-Pay?**

New and used auto loans, new and used motorcycle/RV loans, and personal loans are eligible for Skip-A-Pay. Visa credit cards, mortgage loans, home equity line-of-credit loans, wish list loans, and share secured loans are not eligible for Skip-A-Pay.

**Can I make a loan payment with my debit or credit card?**

Yes. We can process a loan payment with your debit or credit card in-person at the branch or over the phone. You may also process this transaction at your convenience using Online Banking or our Mobile App. Simply choose the Card-to-Account option from the Loan Payment screen.

**Can I make loan payments from my account at another financial institution?**

Yes. You can set up an automatic loan payment through bill payer with your other financial institution (if applicable). Or, you may set this up to process electronically, by completing an ACH Authorization Form with a credit union representative. Simply provide your routing number, account number, the date you want the payment to process, and the amount. The loan payment will then pull from your account at your other financial institution, on the designated date you choose.