



SKILLS
APPLICATION
LAB

1
DAY

Consumer Lending

Apply the skills needed to make sound consumer credit decisions

OVERVIEW

A profitable consumer credit portfolio requires skilled lenders who understand the nuances of consumer lending. This Skills Application Lab (SAL), a dynamic, instructor-facilitated training event built around real-world case studies, ensures your lenders can effectively evaluate loan requests, identify risks and make sound credit decisions, applying skills they learned in the companion E-Learning course.

WHO SHOULD ATTEND

Anyone responsible for making consumer credit decisions, including consumer lenders, personal bankers, consumer credit underwriters, and branch managers who have completed the companion Consumer Lending E-Learning course with an assessment score of at least 80%.

RESULTS AND BUSINESS BENEFITS

Upon completion, participants will improve on-the-job performance by:

- Evaluating a borrower's credit history, repayment sources, collateral, loan-to-value ratio, and financial capacity to handle additional debt
- Selecting the best type of consumer credit for the request to meet the customer's and the lending organization's needs
- Assessing risks to repayment to determine whether to make a loan and what conditions to place on it
- Developing counteroffers that retain customers who might otherwise have been declined for a loan
- Determining the most appropriate loan structure in order to decrease risk and meet customer needs

INTERACTIVE EXPERIENCE



Multimedia
Instruction



Group
Collaboration



Instant
Polling



Live
Coaching



Real-World
Cases



Customized
Delivery



SKILLS APPLICATION LABS BY OMEGA PERFORMANCE

Facilitator-led Skills Application Labs provide an exciting and challenging opportunity for lenders to apply the skills and knowledge they've acquired in Omega Performance E-Learning courses. During these live training events, participants evaluate loan opportunities that are brought to life via comprehensive business and personal financial statements, "meetings" with the borrower, and (where applicable) up-to-date industry information. Prior to the event, your facilitator will work with you to incorporate your organization's policies and procedures into the training, and customize the delivery in ways that make it even more meaningful and relevant to your learners. As a result, participants will exit training with experience they need not only to succeed as lenders, but to succeed as lenders *at your organization*.



Interactive Case Studies

Case Study Objectives

The objectives of all case studies are:

- Assess and verify income and expenses
- Evaluate credit score and credit history
- Determine whether the request complies with the organization's credit policy
- Evaluate ability to repay using measures including the debt ratio and residual income
- Determine whether the collateral, if any, meets the organization's standards
- Recommend a credit decision—decline, approve, or present a counteroffer

1 Unsecured Personal Loan

OVERVIEW

- The Gregorios: horticulturalist, third grade teacher; income \$6,670 per month
- \$12,000 unsecured installment loan for vacation and to purchase a greenhouse
- Need to use tax returns to verify interest income; Andrea's credit score lower than acceptable minimum

2 Home Improvement Loan

OVERVIEW

- The Munyaikwis: marketing manager, electrical engineer; income \$15,832 per month
- \$40,000 home equity loan to remodel bathrooms and entries to accommodate a disabled child
- Need to evaluate investments, royalties, and rental income using tax return

3 New Vehicle Loan

OVERVIEW

- The Davidsons: construction site foreman, baker; income \$6,325 per month
- \$20,000-\$30,000 to purchase a new car
- Low credit scores; one has poor credit history from prior marriage and divorce

4 Debt Consolidation Loan

OVERVIEW

- Alex Garza and Hannah Montoya: surveyor, self-employed nutritionist; income \$6,881 per month
- \$10,000 to pay credit card debt that was due to unexpected medical expenses; possible guarantor and/or third-party collateral
- Need to evaluate income from tax returns; high debt ratio; possible limited future earnings

FIND OUT MORE ABOUT OMEGA PERFORMANCE TRAINING

For detailed course descriptions and to speak with an Omega Performance training consultant, please contact us at:

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