CU*ANSWERS
Client Services & Education

EXERCISES FOR
SUCCESS

EXERCISE BOOKLET
Revised: March 5, 2025

EXERCISES FOR SUCCESS
Lending

Practice exercises with:

Workbook completed by: _____

Date: _____

What is Exercises for Success?

Exercises for Success is a series of workbooks designed to provide practice exercises for credit union employees using:

- ➢ [Bedrock Community Credit Union](#)
- ➢ [Custom Training Edition (CTE)](#)

Each workbook is broken down into several sections:

- **Introduction to online resources**: This will get you familiar with the robust number of resources available to help you succeed.
- **Exercises**: Scenarios to help you master CU*BASE
- **Check your Knowledge:** This will help you identify areas that need work.

Exercises for Success Workbooks

- ➢ Member Service
- ➢ Teller Processing
- ➢ Xpress Teller
- ➢ Lending

Security Reminder: Bedrock Community Credit Union is a shared resource that allows credit union employees across the network to practice using CU*BASE. We strongly advise against using any personal or identifying information, as any information in the database is accessible to anyone using Bedrock. Additionally, since you are in a practice environment, printing has been disabled.
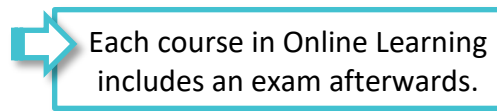
Prerequisites

There are several online courses that are required before continuing to your exercises. Be sure to complete the corresponding courses before you move further into your workbook.

The required online courses include information on different functions in CU*BASE. Included in some of these courses are "Show Me" videos that demonstrate how to do the activity.

Suggested courses for **ALL** credit union employees:

> Each course in Online Learning includes an exam afterwards.

- **CTM 100** – Welcome to CU*BASE Gold
- **CTM 101** – CU*BASE Navigation
- **CTM 102** – Rate Inquiry, Loan Quoter, and the Timeout Window

Required for *Member Services Guide*:

- **CTM 200** – Member Inquiry
- **CTM 201** – Phone Operator
- **CTM 300** – Opening Memberships & Accounts

Required for *Teller Processing Guide*:

- **CTM 400** – Teller Processing 1
- **CTM 401** – Teller Processing 2
- **CTM 900** – e-Receipts and Photo ID Capture

Required for *Xpress Teller Guide*:

- **CXT 100** – Xpress Teller
- **CTM 900** – e-Receipts and Photo ID Capture

Required for *Lending Guide*:

- **CLS 100** – Lending Basics
- **CLS 101** – Lending 2: Creating and Disbursing Loans for Members and Non-Members
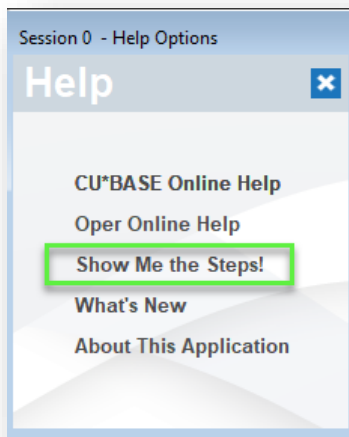
Show Me the Steps Online Help

[Show Me the Steps Online Help](#) is a system with step-by-step directions that will help you navigate several tasks and activities in CU*BASE.
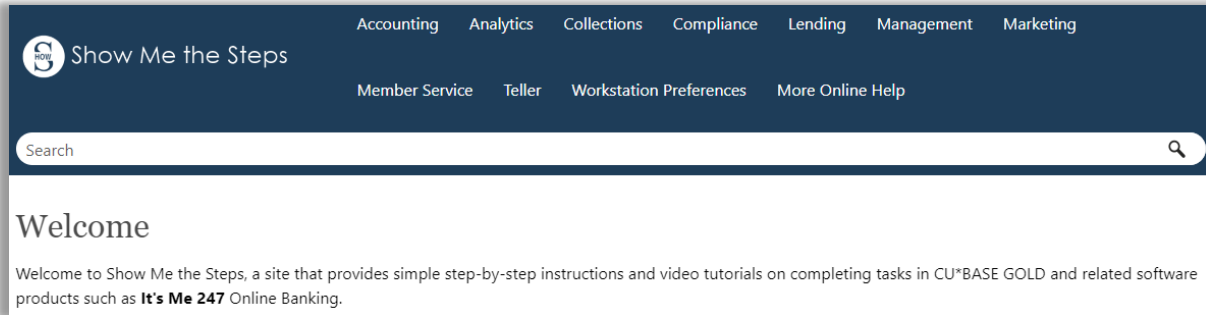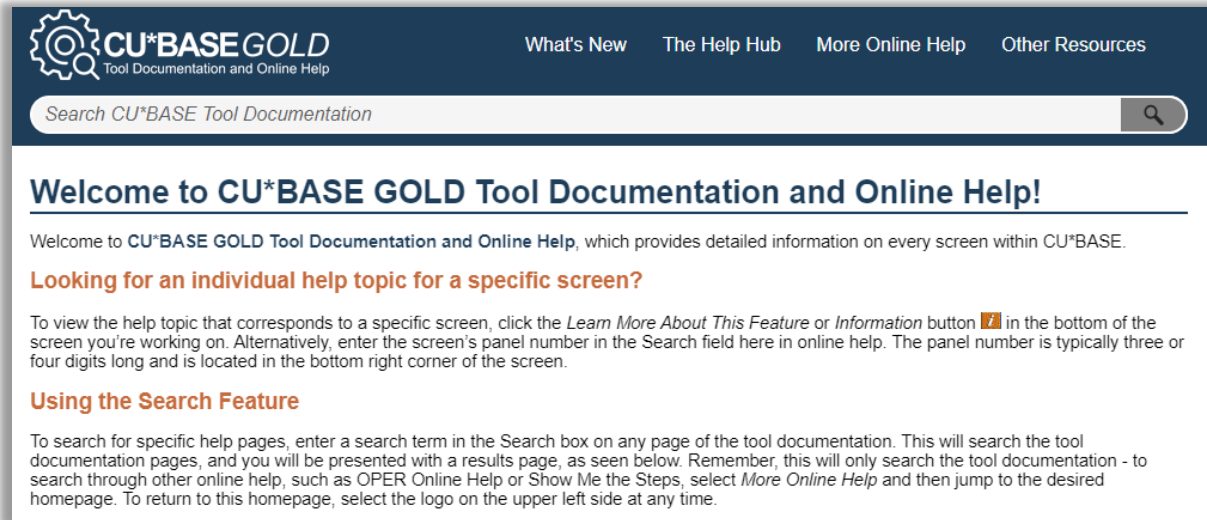

HOW TO FIND THE SHOW ME THE STEPS! ONLINE HELP:

You can access this system by clicking the question mark icon, shown to the left, at the bottom of any menu screen in CU*BASE, then selecting the **Show Me the Steps** link.

You can also find links to Show Me the Steps topics throughout the CU*BASE Online Help on relevant topics.

CU*BASE Online Help

[CU*BASE Online Help](#) includes more detailed information about the screens you will use in CU*BASE. Use the search feature to find the information you need.
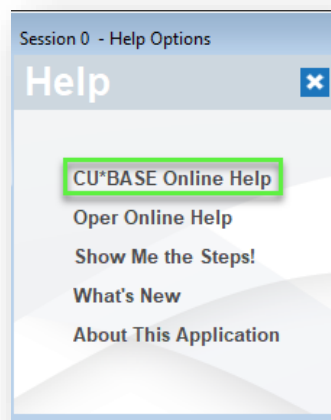

HOW TO FIND CU*BASE ONLINE HELP:

 Click the information icon, shown to the left, at the bottom of each screen in CU*BASE to access help for that specific screen/tool.

 You can also access this system by clicking the question mark icon, shown to the left, on the bottom of the screen and then selecting the *CU*BASE Online Help* link.

What Do I Need?

You will use the Bedrock Community Credit Union or CTE to practice your exercises. Please see your manager or education coordinator for your credentials to sign on.

To complete **Exercise for Success** courses, you will first need to create two practice memberships and fund their sub accounts. You will need to:

- Create two new memberships in the Bedrock Community Credit Union or CTE.
- Open a checking account for the first membership with the second member as a Joint Owner on that account.
- Activate your teller drawer and deposit $1,000.00 cash into each sub account, including the base (000) share account.

Directions on creating memberships, opening checking accounts, activating the teller drawer, depositing funds – all of this is available in the Show Me the Steps online help.

Use Show Me the Steps to Get Started!

Navigate to Show Me the Steps, or simply click here.

Use the search feature to search the following keywords, or click the links below:

- Open Membership
- Open Additional Savings or Checking Account
- Add Joint Owner to an Account
- Activate Teller Drawer
- Make a Cash Deposit

My Accounts

List your practice membership accounts below:

Account #1:	
Member Name:	
Account #2:	
Member Name:	

Lending Exercises

Activity 1: Creating a Loan Request

Activity: *Use Tool #2 Work/View Loan Application Status*	Show Your Work:
1. The member would like to get a line of credit at your credit union. This loan does not have any collateral. Here are the details: ■ Loan product: **Overdraft Line of Credit** Amount: **$2,500.00** ■ Collateral: **No collateral** ■ Insurance: **No insurance** ■ Borrowers: **Single; no co-applicant**	
2. The member has found a used car and wants to apply for a loan. The member would like to use the car as collateral for the loan. Here are the details: ■ Loan Product: **Used Auto 60 Months** ■ Amount: **$25,000.00** ■ Make and Model: **2016 Ford Focus** ■ Car Value: **$25,000.00** ■ Collateral information: **You know the make and model and how much it is worth!** *Use your imagination for the rest of the needed collateral information.* ■ Insurance: **No insurance**	

3. The member returns to your credit union. You do some cross selling and find that the member just got a loan with a higher interest rate on the family car at another financial institution. This member now wants to apply for a used car loan at your credit union. The member also wants to buy insurance on the loan (single coverage).

Here are the details:
- Loan Product: **Used Auto 60 Months**
- Amount: **$15,500.00**
- Make and Model**: 2012 Chevy Malibu**
- Car Value: **$16,000.00**
- Collateral: **You know the make and model and how much it is worth!** *Use your imagination for the rest of the needed collateral information.*
- Insurance: **Single Life**

4. The member comes to your credit union and sees that you are offering a holiday special in your lending department. This member would like to apply for a signature loan to go on vacation to the Bahamas in January. This loan does not have any collateral.

Here are the details:
- Loan product: **Signature Loan**
- Interest Rate: **6.000%**
- Amount: **$5,000.00**
- Collateral: **No collateral**
- Insurance: **No insurance**

5. The member wants to get a loan to cover part of the cost of a used truck.

Here are the details:
- Loan Product: **Used Auto 60 Months**
- Amount: **$4,000.00**
- Make and Model**: 2013 Ford Ranger**
- Car Value: **$10,000.00**
- Collateral: **You know the make and model and how much it is worth!** *Use your imagination for the rest of the needed collateral information.*
- Insurance: **Single Life**

6. The member wants to apply for a signature loan.

Here are the details:
- Loan product: **Signature Loan**
- Amount: **$10,000.00**
- Interest Rate: **6.000%**
- Collateral: **No collateral**
- Insurance: **No insurance**

Activity 2: Updating a Loan Request

Activity: *Use Tool #2 Work/View Loan Application Status*	Show Your Work:
1. The member comes to your credit union with an updated VIN for the car being used as collateral. Update the VIN on the collateral to X123456789.	
2. Your credit union runs a special promotional rate for VIP members on signature loans. The member qualifies and returns to have the rate changed on their loan request for the trip. Update the loan request to decrease the rate by two percent.	
3. The member decides they want a loan on the truck for 48 months instead of 60 months. Edit the loan request to adjust the length of the term and to update the monthly payment accordingly.	
4. The member decides they do not want loan insurance on their car loan after all and returns to the credit union and asks you to remove it. Edit the loan request to remove the insurance.	

Activity 3: Booking a Loan and Disbursing Funds

Activity: *Use Tool #2 Work/View Loan Application Status*	Show Your Work:

1. Let's assume that the loan applications for all four loans are completed.
 	
Create the loans, **for the first three members only** using the following Approval ID and Collector ID:
 	
       Approval ID = 89
       Collector ID = 89
 	
Remember! Do not complete the loan requests for Member 4. These are needed for Activity 4.	

2. Move to the "Booked" tab to view the loans you have just created. What option do you use from this screen to disburse the loan funds? Disburse the funds from Member 1's car loan as a transfer to the member.	
3. Move to the "Booked" tab to view the loans you have just created. This time, disburse the funds from Member 2's car loan by transferring all the money from the new car loan to the member's base (000) savings account.	

4. Move to the "Booked" tab to view the loans you have just created. This time, disburse $350.00 to a GL (pick any code for training) and then transfer the rest of the loan funds to the member's base share (main savings) account.	

Activity 4: Denying a Loan

Activity: *Use Tool #2 Work/View Loan Application Status*	Show Your Work:
1. Find one of your recent applications and "Deny" the loan request. Pick whichever denial reasons you wish. While processing the denial, change the credit bureau to Equifax. **While you cannot print from the practice library, review the steps for printing the denial notice.**	
2. Return to the Denial tab. View the denied loan screens for the loans you just denied and practice the steps for reprinting a second denial notice.	

Activity 5: Pre-Member Lending

Activity: *Use Tool #2 Work/View Loan Application Status*	Show Your Work:
1. Sue Smith, a Non-Member, wants to apply for a loan. Here are the details: ▪ Loan Product: **Used Auto 60 Months** ▪ Amount: **$14,000.00** ▪ Make and Model**: 2015 Subaru Outback** ▪ Car Value: **$14,500.00** ▪ Collateral: **You know the make and model and how much it is worth!** *Use your imagination for the rest of the needed collateral information.* ▪ Insurance: **No insurance**	
2. John Jones, a Non-Member, wants to apply for a loan. Here are the details: ▪ Loan Product: **Used Auto 60 Months** ▪ Amount: **$33,000.00** ▪ Make and Model**: 2017 Ford Fusion** ▪ Car Value: **$35,000.00** ▪ Collateral: **You know the make and model and how much it is worth!** *Use your imagination for the rest of the needed collateral information.* ▪ Insurance: **No insurance**	
3. Approve the loan application for Sue and open a new membership.	

4. Approve the loan application for John and open a new membership.	

Check Your Knowledge!

You're getting closer now! Let's see what you've learned while working on your *Exercises for Success: Lending.*

Answer the following questions on the material you just learned – and try to answer *without using your notes* (You may use CU*BASE). This is your opportunity to check and make sure you are now skilled at all the material covered in this workbook. Good Luck!

Can You Answer the Following?	
1. How do you create a loan request for a member?	Yes No
2. How do you create a loan request for a non-member? What identifies this as a non-member request?	Yes No
3. How do you add collateral to a loan request? How do you change the VIN number at a later time?	Yes No
4. How do you add insurance to a loan request? How do you change or remove this insurance at a later time?	Yes No
5. How do you update a loan request with a different term or interest rate?	Yes No
6. How do you create a loan? Where do you enter the Approval ID and Collector ID?	Yes No

7. How do you disburse all of the loan funds as a transfer? What if you only want to disburse some of the loan funds as a GL transfer? How do you do that?	Yes	No
8. How do you disburse the loan funds as a transfer to another account, such as to a savings account?	Yes	No
9. How do you deny a loan request? How do you change the credit bureau to Equifax? How do you print the loan denial forms?	Yes	No
10. Once a loan is denied, how do you review the denial screens and print another loan denial form?	Yes	No
11. How do you approve a non-member loan request? When approving a non-member loan request, you also need to open a membership for the person. How do you open the membership during the loan approval process?	Yes	No

Additional Exercises

Question:	Answer:
How did you create a loan request for a member? How did this change with each loan request?	
How do you add collateral to the loan request?	
How do you update a loan request with a different number of payments?	
How do you update a loan request with a different rate?	
How do you update a loan request with a different term?	
How do you remove or add insurance to a loan request?	
How do you change the VIN of a second collateral item?	
How do you create a loan?	
Where do you enter the Approval ID and Collector ID?	
How do you disburse all the loan funds as transfer?	
How do you disburse a portion of the loan funds to the member as a GL transfer?	
How do you disburse the loan funds to another account, such as a savings account?	

How do you deny a loan request?	
How do you print the denial notice?	
How can you view the loan denial screens to review the denial once it is completed? How do you reprint the denial notice?	
How do you create a loan request for someone who is not a member at your credit union? Can you do this prior to their becoming a member at your credit union?	
How do you open a membership for a non-member? When in the process does this step happen?	
How do you approve a loan request for a non-member? If you did not know that these people were non-members, how could you tell that this was a non-member request?	
Can you approve the loan request created for a non-member without also opening a membership for that person?	

Conclusion

This concludes the **Exercises for Success: *Lending*** workbook. Hooray, you did great!

If you feel there were areas of this workbook where you may need more practice, add some notes below and notify your trainer.

What areas or topics would you like to explore further?