

Collections



*"By utilizing the Lender*VP services our delinquency percentage has decreased! Not only do we realize the income, it has also freed up my employees to move onto other important duties. This also gives us the opportunity to reach out to the delinquent members and help them create a long-term plan".*

Kim Wilson, CEO
Grand Rapids Family
Credit Union

Lender*VP wants to Collect a Perfect 10 for You and Your Credit Union

Our collection service is unlike any other collection service

We are using the same tool and optimizing how that tool is used as part of your CU* team. All notes, communications, and member collection activities are internal to your database. The information resides online so your team can interact instantly with our team without conversions, re-keying, or the hassles related to external third party solutions. Plug and play, means it is just as easy to un-plug the product if needed. Lender*VP is an extension of your staff, not an outsourced replacement of your staff. Full time, part time, or piece meal; we want to talk about how your team could benefit from adding another team member to your collection efforts. Collaborate with Lender*VP today and see the immediate impact of shared solutions.

What will we do for you?

1. We will tailor our solution to your situation
2. Automatic letters/notices mailed for you
3. Configure system to freeze DQ accounts automatically
4. Real time documented notes/updated using the new member tracker system
5. Audio collection messages
6. Email payment reminders
7. Monthly detailed reports on delinquency
8. Monthly call/contact summary reports
9. Home banking collection messages
10. Reduce risk of FDCPA violations

Coll ID	Contacted Yes	Mo/Day	Account	Memo Type	Name	Type	Mths	Days	Balance	Last Transaction
			9844 110	CV B		NEG*		15	170.92	02/22/07
38			647	CV		DELQ	1	27	6,876.42	02/19/07
			9979 610	CV C		DELQ		23	9,693.54	03/02/07
		4/25	10109 811	CV J		DELQ	1	11	4,900.12	01/19/07
18			10675 615	CV R		DELQ		21	22,472.84	01/31/07
18			10780 606	CV D		DELQ		24	24,838.06	02/06/07
		4/25	10922 110	CV G		NEG*		2	98.87	03/07/07
18			650	CV		DELQ		21	40,157.27	02/23/07
89		4/24	11467 670	NR T		DELQ	1	21	9,462.90	02/15/07
89		4/24	846	NR		DELQ	1	11	22,787.17	01/13/07
			11783 900	CV H		DELQ	1	11	500.93	01/16/07
			900	CV		OVRL			500.93	02/28/07
10		4/25	11792 610	NR P		DELQ	1	10	7,526.24	12/31/06
38		4/25	645	NR		DELQ	3	21	8,025.00	10/31/06



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CU*BASE MNCOLL #1

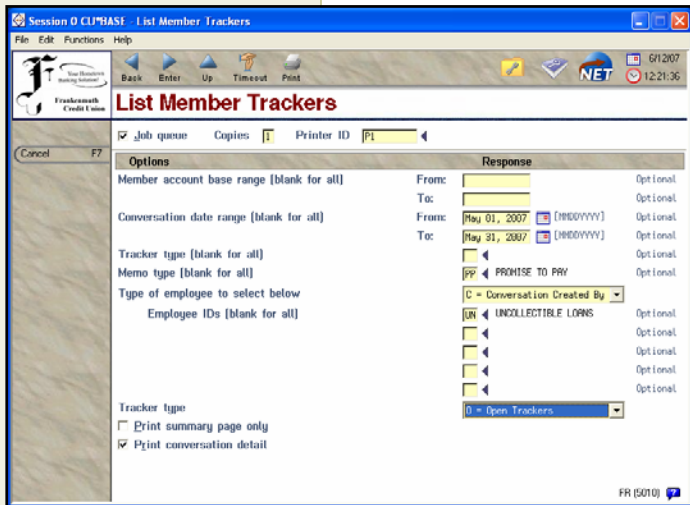


Our talented team has over 28 years of collection experience (and increasing every day). We have worked in the consumer collection industry for both credit unions as well as other financial institutions. Our responsibilities have run the gamut from general collectors, repossession, legal, bankruptcy, foreclosures, and asset disposition all the way through department heads.

Your Collections Summary

This report is an executive summary of the collections work performed on your Credit Union's behalf by the Lender*VP Collection Team. It is intended to give you an executive overview of the work the team has provided for you over the past month. If there is additional detail that you would be interested in reviewing please let us know and we would be happy to work with you on providing that information.

Summary Month/Year	May 2007
Volume of Inbound Calls	252
Total Inbound Call Time	10:21:05
Volume of Outbound Calls	569
Total Outbound Call Time	9:30:29
Volume of Accounts Worked	1469
AFT/ACH Setups	14
Volume of Electronic Messages Sent	477
Volume of Electronic Messages Read	101
Volume of Delinquent Accounts	592
Dollar Amount of Delinquent Accounts	\$1,937,077
Volume of System Letters	NA
Volume of Inter-Staff Calls	36
Inter-Staff Call Time	1:15:48



CU*BASE MNTAK #14

Tracker Types	Volume
AC	0
AF	2
CL	147
LM	315
PT	92
PY	0
ST	11

For more information, go to www.LenderVP.com and learn how you can drill down on our collection activity directly in CU*BASE.

Data Source

The following information will help identify the data source used in the compilation of your Executive Collection Summary.

Volume of Inbound Calls—This number represents the member calls that our Lender*VP collection operators took from your members. This is one of the best indicators that your members are starting to connect with our new service.

Total Inbound Call Time—This shows the care our collection staff takes in working an account. They listen to the overall financial situation of the member and try to create a realistic solution acceptable to all parties. During the call, you can count on the fact that our Lender*VP staff is working hard to sign the member up for loan payment automation, give credit counseling, and stressing the importance of making their payments on time.

Volume of Outbound Calls—Here is a number showing the dedication the Lender*VP staff commits to your credit union. Each attempt to make contact with your members is referenced here. It tells the member we are concerned for them and reachable.

Total Outbound Call Time— This number is indicative of time spent discussing situations of financial concern. More than just a collection call, our operators are focused on selling the credit union as the member's best option for loan services.

Volume of Accounts Worked—While not a benchmark, our Lender*VP staff keeps an eye on figures to verify they are maintaining a vigilant process of contact and communication.

ACH/AFT Setups

Upon speaking with a member, our Lender*VP staff can determine if an automatic payment option is feasible for the member. Our staff has the knowledge to know when this would work for the members' situation. All AFT's that the Lender*VP team has setup for your members are noted in the system and any ACH requests they have received are also noted and forwarded to your collector to initiate.

Volume of Electronic Messages Sent

One of the great new tools that Lender*VP can provide to your credit union is the ability to reach members through non-traditional means such as E-Mail, Internet banking, and phone banking. We send and track messages sent to your members that can create a contact point outside of the traditional hours of operation.

Volume of Electronic Messages Read

What good is sending out messages if you do not know who is reading in them? The Lender*VP staff has the ability to track the number of members who read the messages through CU*@HOME, CU*TALK, and E-Mail. This allows the credit union to see the contact rate of these messages.

Volume of Delinquent Accounts

Incorporated here is the total number of accounts that are affecting your bottom line. It is the goal of the Lender*VP collection staff to reduce this number. By initiating total solutions instead of just payment taking, these numbers can be reduced as a percentage to outstanding loans.

Dollar Amount of Delinquent Accounts

We are all aware of spikes in delinquency throughout the month. By having your Lender*VP staff conscious of the dollar amount of delinquent loans, we can provide the best services during these critical periods.



We're on your team!

By partnering with the Lender*VP team you will free up time for your collection staff as well as the general loan and member service team.

- **Free up personnel**
- **Release member tension**
- **Reduce inbound phone calls**
- **Increase cross selling**

It's just the beginning...

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Giving Your Customers the Power to Purchase



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Partner with Lender*VP and ...

Free up personnel

- **Teller:** to wait on members
- **Phone Operator:** to generate business for inbound phone calls
- **Loan Officer:** for new loan generations
- **MSR:** cross sales and new account opening
- **Collector/Collection Manager:** to focus on action items such as repos, court, bankruptcy, allowance for loan loss, etc.

Release member tension

- We do this for a living and will work with your members in a professional manner that allows you to focus on other endeavors

Reduce inbound phone calls

- Adding time back into your daily operations

Increase cross selling

- Loan Products
- Deposit Products
- AFT
- ACH, Payroll Deduction
- Debit Card/Credit Card/ATM

Data Source *continued*

Volume of System Generated Letters

This is how many times the Lender*VP staff has initiated written reminders to your members. Getting a member's attention is a courtesy and a step in keeping a member on track.

Volume of Inter-Staff Calls

By collaborating with Lender*VP we continue to communicate with your credit union regarding concerns, questions and best practices. This figure supports our commitment to maintaining an open line of communication.

Inter-Staff Call Time

We brag about our time spent communicating with your staff in support of your concerns and creating a smooth flow of information between the credit union and Lender*VP.

Type of Trackers and Volume

With the incredible new enhancements in the collection system by CU*BASE®, credit unions can now create their own codes for tracking collection calls and comments. We at Lender*VP show you how to see where the concentration of call responses are located. This allows the Lender*VP staff to make changes to personnel based on need.



Thank you for working with the Lender*VP Collection team.