# Diocesan Loans – Client on-boarding

## Basic steps

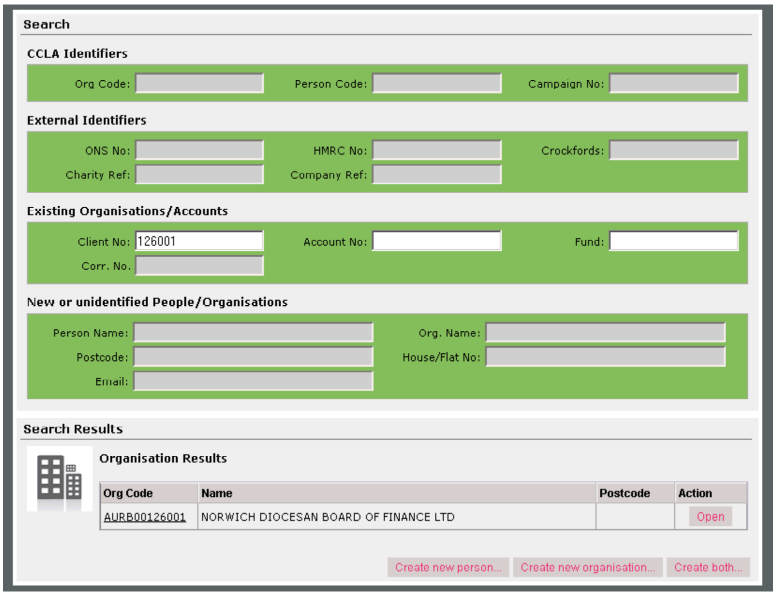
General outline of on-boarding process

1. **Identify the client**
2. **Enrol them to Dio Loan campaign**
3. **Set correspondence preferences, adding the organisation address if required**
4. **Create the loan account(s)**
5. **Confirm whether Diocese current signatory list will be used**
6. **Confirm the person relationships to the loan accounts**
7. **Confirm their preferences for Email Indemnity, adding nominated email addresses if required**
8. **Generate Application Forms**

## Detailed steps

### Client Enrolment

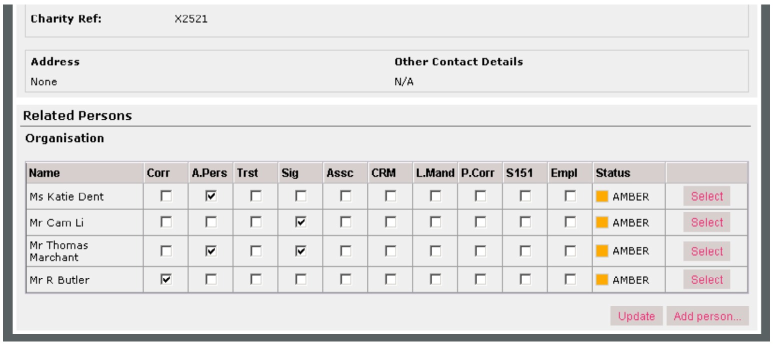
1. Determine the client you are talking to. This should occur via the standard ‘Answer a call’ link on the UCM home page, after entering their Client Number. In this example I am enrolling Norwich Diocesan Board of Finance.



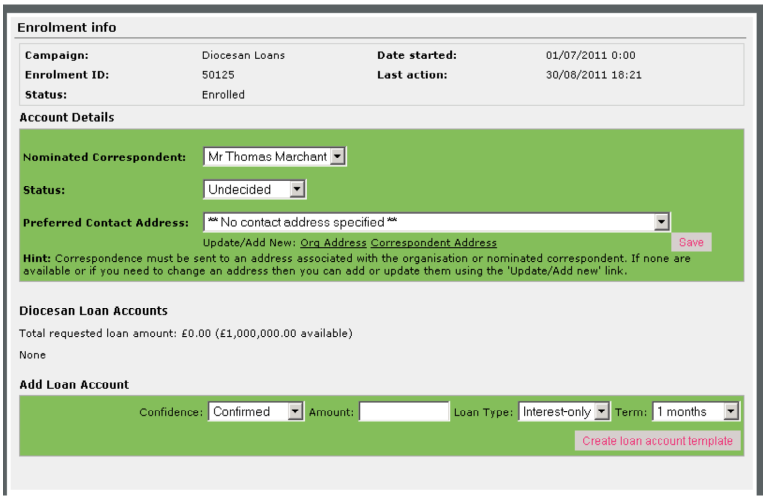

2. Click the Open button in Organisation Results. This will take you to the Record

Interaction page. Now click the ‘Enroll to Dio Loan’ button on the left-hand side of the page:


3. The resulting page will look the same, except it will say ‘Enrol client to campaign’ at the top of the page. Select who you are corresponding with about the loan from the panel at the bottom. If you don’t see their name, click Add Person... to link a new/existing person record to the client.

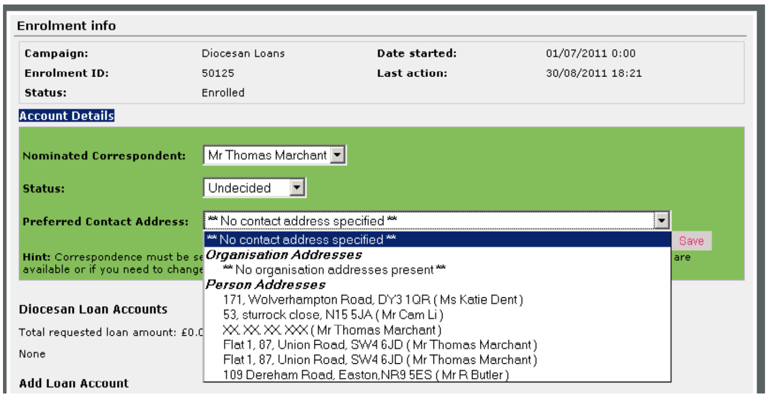



4. Confirm their identity and click Next. This will take you to the Diocesan Loan Enrolment screen for the client. They are now part of the campaign, although no loan accounts have been created for them yet.

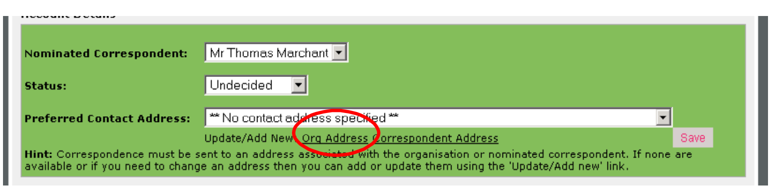



## Correspondence Preferences

5. First confirm who the Nominated Correspondent will be. All forms will feature this person's name above the Preferred Contact Address. An address must be selected before forms can be generated.



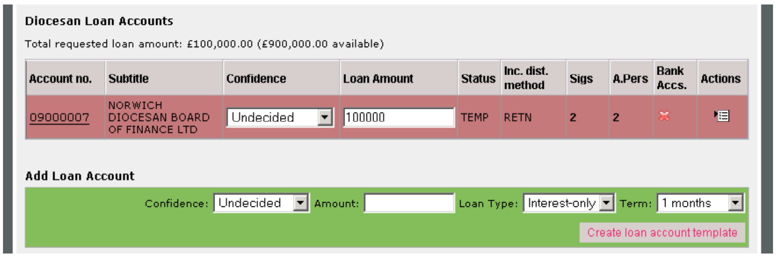

6. When opening the drop-down box, you should really select the Organisation address where possible. If it says 'No organisation addresses present' then you should open the Organisation record and add the address manually. There is a link to do this right underneath the drop-down box:



7. After adding the address on the Edit Organisation page, refresh the previous Enrolment Info screen and the new address should be available in the drop-down box.

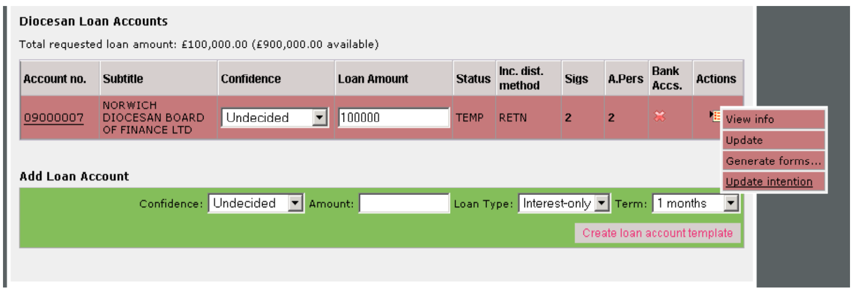
**Creating and updating the Loan Account(s)**

8. Now that basic correspondence details are sorted, it's time to create their first loan account. Scroll down to the 'Add Loan Account' section and fill in any details that the client can provide you e.g. intended loan amount, loan type, term of the loan. If the client is unsure of their draw-down amount, enter zero and set the confidence to 'Undecided'. Click the 'Create loan account template' button to create the first loan account. The screen will refresh to display the account:



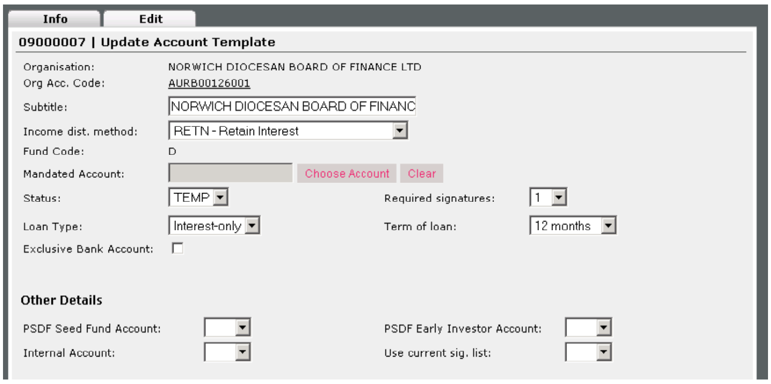

9. If the client wishes to draw down multiple loans, simply repeat the process for each loan they require.

10. The line above the account listing will show their total requested loan amount, based on their draw-down intentions. To change the Confidence level or Loan Amount, change the relevant field values and click the Action button at the end of the row. A pop-up menu will appear – click 'Update intention' to apply the change.




11. Notice the 'Sig', 'A.Pers' and 'Bank Accs.' Columns on the loan account listing. These will display the number of people and bank accounts currently linked to the loan account. By default, all new loan accounts will copy the current Authorising Persons and Signatories from the client level. You will have to link their designated withdrawal Bank Account manually.

12. To link a bank account, or change the persons/correspondent for the loan account, open the Actions menu and click Update. The ‘Update Account Template’ screen will be displayed on a new screen.




13. There are a few things you should always review/change here:

    a. Subtitle of the account. This will be the label used by CCLA and the client to identify this particular loan account. By default, it is set to the client’s name. If they are planning to draw down multiple loans, distinguishing the accounts by name becomes very important. Ask the client for the purpose of the loan, e.g. Church Roof Restoration. Use this as the account subtitle.

    b. Loan type and Loan Term. This is the only place you can change these details after you create the initial template on the previous screen.

    c. Required Signatures. This defaults to 1. This number will determine how many signatory sections will be required/displayed on draw-down forms.

    d. ‘Use current sig list’ in the Other Details section. Setting this field to ‘Yes’ will remove the Additional Signatories section from the Loan Application form.

### Confirming Person Details

14. Only persons who are connected directly to the loan account will be printed on the Application Form. These people, and their relationships to the account, can be reviewed and updated in the usual manner from the Update Account screen mentioned above.

15. If any of the Authorising Persons have not yet passed IVS checks, you should open their Person record and ensure they have a name, address and D.O.B on file, and try and Experian check them at the time.

16. Bear in mind that when the application form is printed:

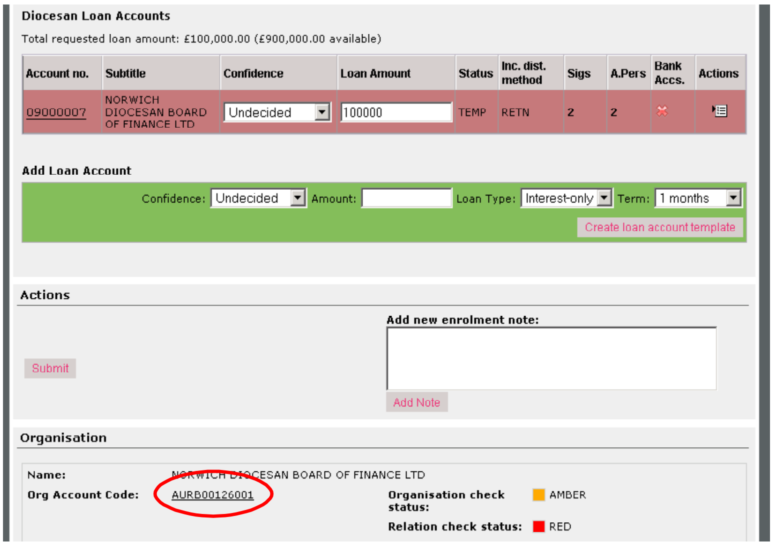
    a. Authorising Persons will be printed in the Authorising Signatories section

b. The Account Correspondent will be printed in the Main Contact section, if she isn't also an Authorising Person

c. Signatories will be printed in the Additional Signatories section, if their details weren't printed in the previous two sections, unless the 'Use current sig list' field is set for the account.

### Confirming Organisation Details

17. Open the Update Organisation page. This is accessible from the Enrolment Info page, under the Actions panel. Click the Org Account Code link:

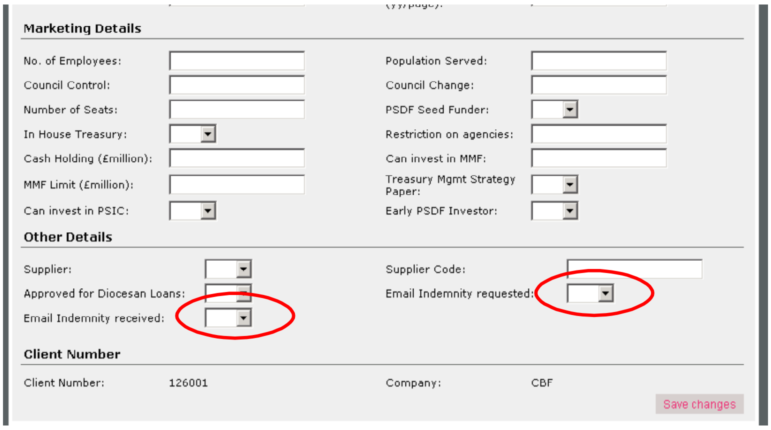



18. Click the Edit tab at the top to ensure you are in Edit Organisation mode.

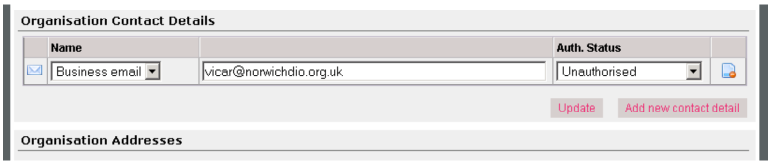
19. Confirm the Diocese Address has been added to the Organisation Addresses section (this should have been done previously)

20. Scroll to the Other Details section in the first panel. Check if the client has already sent in an Email Indemnity request. If so, the 'Email Indemnity Received' field will be set to Yes.

21. If the field is blank, ask the client if they wish to execute instructions via email. If yes, set the 'Email Indemnity requested' field to Yes. This will ensure that the application form requires the client to return the Email Indemnity form we will provide to them.




22. It is recommended that the nominated email addresses that the client will use for sending instructions are collected now and added to the Organisation Contact Details section. This will ensure the Email Indemnity form is fully populated with the addresses and the client will not have to write them on the form.

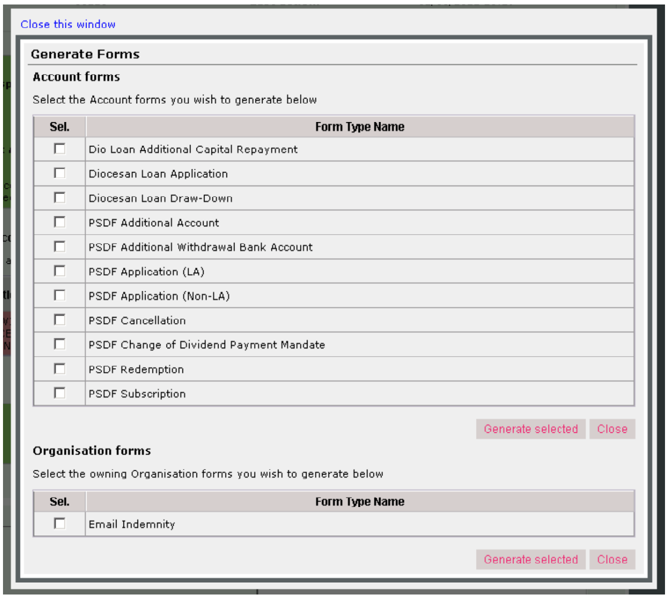



23. After adding an email address, set the Auth Status to ‘Pending Authorisation’ and click Update. Any email addresses linked to the Organisation with ‘Pending Authorisation’ status will be displayed on the Email Indemnity form (maximum of 3)

**Printing Forms**

24. Once all data above has been collected and verified with the client, you are ready to generate a Diocesan Loan Application form, and Email Indemnity if they requested one.

25. Go back to the Enrolment Info page and open the Actions menu for the first loan account. Click the Generate Forms... link to open the Generate Forms popup.




26. Tick the Diocesan Loan Application form box and click the first ‘Generate selected’ button. If the form was generated successfully, the popup will reload with a message saying ‘1 form(s) generated’.

27. If the client also requires an Email Indemnity form, this must be generated separately using the same popup. It is listed at the bottom under Organisation forms.

28. The PDF forms will be dropped into the CCLA Electronic Documents folder.