

# Affiliate Underwriting Guidelines

**2.11.2025**

**ClearOne**  
Advantage®

## Table of Contents

<b>Minimum Requirements for Enrollment .....</b>	3
Client must have a valid hardship .....	3
Client Name .....	3
Valid Physical Address .....	3
Eligible States .....	3
Valid DOB & SSN .....	4
Credit Report & Statements/Recordings.....	4
Legal Accounts .....	4
Joint Account Requirements.....	5
Accurate Monthly Budget .....	5
<b>Balance Requirements for Debts and Tradelines .....</b>	5
Enrolled Debt.....	5
Minimum Balance.....	5
Fees .....	5
Not on List Creditors .....	6
<b>Program Term and Draft Requirements .....</b>	6
Program Term Length .....	6
Draft Requirements.....	6
1 <sup>st</sup> Draft Schedule Limits .....	7
<b>Banking Requirements .....</b>	7
Bank account.....	7
Same Bank – Right of Offset.....	7
Credit Union Requirements – Cross Collateralization.....	7
<b>Time Review Expectations.....</b>	9
Pre-approval .....	9
Final approval .....	9
After hours submission .....	9
<b>Appendix A: Debt Type Requirements .....</b>	10
<b>Appendix B: Unacceptable Creditors .....</b>	14
<b>Appendix C: Global Holdings Requirements .....</b>	15
<b>Appendix D: Acceptable Credit Unions/Federal Credit Unions .....</b>	17

## Minimum Requirements for Enrollment

### Client must have a valid hardship

- All Hardship fields must be completed:
- Hardship or Hardship Other (If “Other” is selected, hardship must be detailed).
- Who did it happen to?
- When did it happen?
- How much did this affect you? (% income)

### Client Name

- The client's legal name must be in the applicant details section.
- If ID fails verification, additional documentation will be needed prior to submission for final approval review.
  - Please see global requirements for eligible verification documents. (**PAGE 14**)

### Valid Physical Address

- All clients must have a physical address in an eligible state.
  - Clients enrolled under COA must live in a green state.
  - Clients enrolled with Alperstein must live in a red state.
- P.O. Boxes are NOT acceptable
- Valid address formatting is REQUIRED
  - House # and Street Name (Apartment/Unit # - If applicable)
  - City, State, Zip Code

### Eligible States

Alabama	Hawaii (Legal) 30%	Massachusetts	New Mexico	Tennessee
Alaska	Idaho (Legal) 30%	Michigan	New York	Texas
Arizona	Illinois (Legal) 30%	Minnesota (Legal) 30%	North Carolina	Utah
Arkansas	Indiana	Mississippi	North Dakota (Legal) 30%	Vermont (Legal) 30%
California	Iowa (Legal) 30%	Missouri	Ohio (Legal) 30%	Virginia (Legal) 30%
Colorado	Kansas (Legal) 30%	Montana (Legal) 30%	Oklahoma	Washington (Legal) 30%
Connecticut (Legal) 30%	Kentucky	Nebraska	Pennsylvania	Washington DC
Delaware (Legal) 30%	Louisiana	Nevada	Rhode Island (Legal) 30%	West Virginia (Legal) 30%
Florida	Maine (Legal) 30%	New Hampshire (Legal) 30%	South Carolina (Legal) 30%	Wisconsin (Legal) 30%
Georgia (Legal) 30%	Maryland	New Jersey (Legal) 30%	South Dakota	Wyoming (Legal) 30%

## Valid DOB & SSN

- All clients must provide a VALID DOB and COMPLETE SSN (Last 4 digits is NOT VALID).
- If DOB and/or SSN fail ID verification, additional documentation will be needed prior to submission for final approval review.
  - Please see global requirements for eligible verification documents. (**PAGE 14**)
  - Please **VERBALLY** verify the information is SalesForce is correct with the client and re-run validation if corrections are made.

## Credit Report & Statements/Recordings

- All enrolled tradelines must have a credit report on file or provide valid proof of tradeline existence.
- Credit pulls CANNOT be older than 60 days.
- If any debt is not showing on a credit report, the client must provide proof of ownership documentation which will include the following: Creditor name, client name, account number, date, verification of account open date (**must be 30 days min**), and current payoff amount. Proof of first payment is not required.
  - Verification examples for 30 day rule:
    1. Payment history
    2. Original Loan documents
    3. Creditor recordings
  - All corresponding verifications must link together
  - Must be dated within 60 days
  - Must contain FULL account number
  - Cannot accept “Print” Date
- Any recording provided MUST be with the creditor and the creditor agent MUST verify the account number.
- Screenshot MUST contain ALL required information. If multiple screenshots are used, they must be clearly tied together for underwriting review.
- For debt(s) where the creditor does not issue an account number, the client's SSN or email address can be used.
- If the same account number is used for more than one account, add -1, -2, -3, etc. to the end of the account number in Salesforce so the accounts can be identified individually.

## Legal Accounts

- **Judgements:** If a judgement has been placed on an account that the client wishes to enroll, this account cannot be included at enrollment.
- **Summons:** If a client has received a summons on an account, this account cannot be included at enrollment.
- Bills for services rendered at an attorney's office are not eligible for enrollment.

## Joint Account Requirements

### **A. Deceased Co-client**

- A note must be logged in the activity section of Salesforce, advising underwriting that the co-client is deceased.

### **B. Co-applicant**

- Enrolling in the program and their credit report is pulled.
- Must be tied to a joint account AND/OR enrolling debt of their own.

### **C. Co-borrower**

- Not PERSONALLY enrolling in the program. No credit pull required. Co-borrower is tied to a joint account(s) with the primary applicant.
- **Co-borrower's FULL Name, FULL SSN, DOB, and email address must be included in the applicant details section of Salesforce.**

## Accurate Monthly Budget

- Income must be greater than expenses AND show program payment affordability.
- Clients enrolled in Legal Protection (ALC or BLP), must show their income MINUS expenses are GREATER than the calculated payment PLUS legal protection fees.
- If the budget shows **ANNUAL** income rather than **MONTHLY** income, the file **WILL** be rejected.
- **FULL** detailed budget is required.
  - ALL budgets MUST include **rent/mortgage, food, and utilities**.
  - A note must be logged in the activity section in SalesForce if any required expenses are shown as \$0 (EXAMPLE – Spouse pays, Included with rent, house is paid off)
  - Realistic amounts ARE REQUIRED. (EXAMPLE - \$1 for rent, food, utilities **WILL NOT** be accepted by underwriting)

## **Balance Requirements for Debts and Tradelines**

### Enrolled Debt

- Total enrolled debt balance must be a minimum of **\$13,000**.

### Minimum Balance

- Individual account balances must be a minimum of \$450.

### Fees

- Green States
  - **28% - 29%** unless otherwise noted.
  - Fee Exceptions MAY be reduced at Sales Managers discretion. Min fee (23% – 27%)

- Red States
  - **30%**
  - Fees CANNOT be reduced. **NO EXCEPTIONS**

### Not on List Creditors

- **DO NOT** update Not on List, as these are sent to Underwriting for manual review.
  - **Processing time will be delayed if you choose to update a Not on List creditor.**
- If Underwriting is unable to verify Not on List creditor tradeline, notes logged in the activity section of SalesForce or a creditor statement may be required detailing the full creditor name and contact information.
- Cost to Client (CTC) WILL change once creditors are updated from Not on List.
- Underwriting will refresh the program summary and approve based on updated program payment.

## Program Term and Draft Requirements

### Program Term Length

- Total Enrolled Debt range between **\$13,000 - \$14,999 qualifies for 36 months MAXIMUM - \*\*\*NO EXCEPTIONS\*\*\***
- Total Enrolled Debt range between **\$15,000 - \$25,000 qualifies for 42 months MAXIMUM - \*\*\*NO EXCEPTIONS\*\*\***
- Total Enrolled Debt range **above \$25,001 qualifies for standard 54 months.**
- One (1) account enrolled: **36 months MAXIMUM – \*\*\*NO EXCEPTIONS\*\*\***
- Term length 49 - 54 months
  - File does not need to be submitted for manual Pre-Approval review.
  - File does not require Sales Management approval.
- **Files containing Business Debt, BHG, Discover, or American Express qualify for a MAX TERM of 54 months.** This applies to current, delinquent status, or owned by 3rd party collections.
- Term Length 55 - 60 months
  - File must be submitted for manual Pre-Approval review.
  - Monthly budget must be completed by Pre-Approval. Housing, utilities, and food must be stated in the budget or notes must be logged in the activity section prior to pre-approval to excuse missing expenses.
  - Extended term files do not require Sales Management approval. UW will approve or reject based on budget details and affordability.

### Draft Requirements

- Minimum monthly payment must be:
  - \$200 or >

## 1<sup>st</sup> Draft Schedule Limits

- Draft Frequency and Program Start Date must be in SalesForce PRIOR to Pre-Approval submission.
- Program Start Date must be a minimum of 3 days out. Program Start Date CANNOT fall on a holiday.
  - Drafts scheduled for a weekend or holiday will process the business day BEFORE. Global starts transmitting and it is POSSIBLE that the client's bank will draft early.
- Start Date Exceptions: Required if the start date is not within 30 days of enrollment and must be approved by your Sales Manager. (A note must be logged in the activity section of SalesForce) BEFORE submitting for final approval.
- Split Drafts CANNOT be scheduled for the same day of the month (i.e. 1<sup>st</sup> and 2<sup>nd</sup> drafts on the 15<sup>th</sup>)
  - **Biweekly drafts MUST be 14 days apart.**
  - **Semi-Monthly drafts MUST be at least 5 days apart to allow the 1<sup>st</sup> draft to either clear or NSF.**

## Banking Requirements

### Bank account

- Must be in primary applicant's name
- If client does not have an account, an "authorization to debit bank account for non-customer use only" form must be completed and included prior to final approval submission.

### Same Bank – Right of Offset

- If a client is enrolling an unsecured loan or line of credit with whom they also bank, the client should be advised of the recommendation to change banks within 30 days of enrollment (to avoid Right of Offset).
  - **NOT APPLICABLE** for credit card debt
  - **IS APPLICABLE** to loans and lines of credit.
  - The sales agent is responsible for communicating this information to clients.

### Credit Union Requirements – Cross Collateralization

- If a client is enrolling an unsecured debt with a Credit Union with whom they also have a secured line of credit, the client must be advised of the risk of cross collateralization.
  - The sales agent is responsible for communicating this information to clients.

<b>Banking Validation Form (for failed banking validation)</b>	<ul style="list-style-type: none"> <li>• Banking Validation Form must be uploaded into client files prior to final approval submission.</li> <li>• All fields in the Banking Validation Form must be completed.</li> <li>• Banking Validation Form must be signed by the client via eSignature with matching Certificate of Authenticity uploaded.</li> <li>• Underwriting will verify routing # upon review</li> </ul>	<ul style="list-style-type: none"> <li>• Banking information in SF must match the Banking Validation Form and SPAA</li> <li>• Venmo and CashApp are not accepted by Global.</li> <li>• Client must draft from personal checking or savings account. Global will not accept a draft from a business account.</li> </ul>
<b>Voided Check or Bank Statement</b>	<ul style="list-style-type: none"> <li>• If a Banking Validation form is not used, a voided check or bank statement can be accepted for verification.</li> </ul>	<ul style="list-style-type: none"> <li>• Routing, Account Number and Account Type <b>MUST</b> be clearly shown on the document.</li> <li>• Voided check <b>MUST</b> have <b>VOID</b> written on it.</li> </ul>
<b>Credit Unions</b>	<ul style="list-style-type: none"> <li>• We cannot accept Member ID or Member ID # in place of clients physical account #.</li> <li>• Clients checking or savings account should be different from the CU member # or member id #</li> </ul>	<ul style="list-style-type: none"> <li>• Please verify with the client the account # they provided is not the Member # or Member ID <ul style="list-style-type: none"> <li>• ACH # or MICR # is always best if easily available for the client.</li> </ul> </li> </ul>
<b>Online Banks</b>	<ul style="list-style-type: none"> <li>• Some online banks do not offer automatic withdrawal. Please confirm with the client that their online bank is set up to accept automatic withdrawals.</li> <li>• ACH # is always best if easily available for the client.</li> </ul>	<ul style="list-style-type: none"> <li>• Chime will not be accepted for bank name in SF or SPAA. Please ask the client if their Chime account is with BanCorp or Stride Bank and enter the correct bank name in SF.</li> </ul>

## **Time Review Expectations**

### **Pre-approval**

- Reviewed within 5-15 minutes of submission

### **Final approval**

- Priority based on submission date and time.

### **After hours submission**

- Files submitted after close of business will not be processed until the next business day.

## **Appendix A: Debt Type Requirements**

<b>Debt Type</b>	<b>Requirements</b>	<b>Additional Information</b>
<b>180-day rule accounts</b>	<ul style="list-style-type: none"><li>• Republic Finance</li><li>• Mariner Finance</li><li>• First Franklin/1st Franklin</li><li>• Regional Finance</li><li>• Any accounts that do not meet the minimum 180-day open date rule do not qualify for enrollment.</li></ul>	<ul style="list-style-type: none"><li>• Any of the creditors listed that are manually added into the program will need verification of the open date prior to submission. Creditor Recordings or original loan documents work best.</li><li>• Accounts that are near the 180-day mark will need approval from Underwriting Upper Management and negotiations prior to enrollment. Reviewed on a case-by-case basis.</li></ul>
<b>Affirm</b>	<ul style="list-style-type: none"><li>• We can accept the client's main phone number in place of an account #</li><li>• Phone # must match in SF and on Affirm docs</li><li>• If enrolling multiple accounts enter one tradeline with a single total balance.</li></ul>	<ul style="list-style-type: none"><li>• If the client changes their primary contact # with Affirm that is tied to their account, they must call CS and update their contact # with us or we will not be able to settle</li></ul>

<b>Auto Loans</b>	<ul style="list-style-type: none"> <li>Deficient Auto Loans will require a deficiency recording or deficiency statement from the creditor prior to submission to verify the vehicle is no longer in client's possession.</li> <li>Deficiency recording or statement will not be required if the CR specifically states "profit loss write off" or "repossession", or the auto loan is owned by a third party agency or law office.</li> <li>If loan is not reported in either status, the above-mentioned requirements need to be provided including:           <ul style="list-style-type: none"> <li>Verification of creditor name</li> <li>Current account number</li> <li>Deficiency balance</li> <li>Auction date</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>If the vehicle has not been auctioned, the deficient auto loan does not qualify for enrollment and must be removed.</li> <li>If the auto loan is reported as current or delinquent on CR and has been deemed a total loss, verification is needed from client's insurance to ensure the vehicle is no longer in client's possession.</li> <li>Must be able to tie insurance policy to vehicle enrolled (i.e Year, Make, Model)</li> <li>Year, Make, Model, and/or VIN of the vehicle required by Final Approval.</li> </ul>
<b>Business Debt</b>	<ul style="list-style-type: none"> <li>Debt must be solely in the enrollee's name. Both business partners must be enrolled. Additional verification is required if only the business name is stated on documents.</li> <li>Business credit cards are acceptable for enrollment without original documents.</li> <li>Unsecured business loans will require full original loan documents for underwriter review.</li> </ul>	<ul style="list-style-type: none"> <li>Purchase agreements, future receivables, secured loan agreements and any unsecured loans using ACH withdrawal are not eligible for enrollment</li> <li>Business accounts appearing on client's credit report as "Commercial" or "Commercial transaction with personal guarantee" do not qualify for enrollment.</li> </ul>
<b>Home Improvement Loans</b>	<ul style="list-style-type: none"> <li>Creditors that offer home improvement loans will require original loan documents or a creditor recording</li> </ul>	<ul style="list-style-type: none"> <li>UM will confirm no collateral is attached that can be repossessed or a UCC-1 lien has not been filed against the client's property.</li> </ul>

<b>Lease/Rental Agreements</b>	<ul style="list-style-type: none"> <li>•Must be in a collection status prior to enrollment</li> <li>•Most lease/rental creditor debt type report as "installment loan" or "installment sales contract". Creditor recording or current statement is needed to verify the account is in a collection status.</li> <li>•Apartment Leases/Leasing agencies can be enrolled if the client no longer resides at the property. Move out balance statement or creditor recording is required for verification.</li> </ul>	<p>Most <b>common</b> rental/lease creditors include:</p> <ul style="list-style-type: none"> <li>•Aaron's Rentals</li> <li>•Acceptance Now</li> <li>•ACIMA</li> <li>•American First Finance</li> <li>•Cornwell Quality Tools</li> <li>•Get-It-Now</li> <li>•Progressive Leasing</li> <li>•Snap Finance</li> <li>•Snap-On-Credit</li> </ul>
<b>Payroll Deduction Accounts</b>	<ul style="list-style-type: none"> <li>•<b>BMG Money</b> • <b>Blinc Loans/One Blinc</b> • <b>Coast2Coast Lenders</b> • <b>Even LLC</b> • <b>FMAccess (Access Loans)</b> • <b>Kashable</b> • <b>PerPay</b> • <b>Possible Finance</b> • <b>Post Lake Lending</b> • <b>Salary Finance</b> •<b>Statley Credit</b> • <b>Valley Servicing</b></li> </ul>	<p>If client is enrolling any of these Creditors, <b>the following verbatim recap is necessary:</b></p> <p>"These accounts typically have a voluntary payroll deduction. If you continue to make your payments on this account, it may result in our inability to settle this account for you. You have stated that you will voluntarily stop the payroll deduction for this account while it is enrolled in the program."</p>
<b>Possible Secured Debts</b>	<ul style="list-style-type: none"> <li>Underwriting may ask for original loan documents or a creditor recording for certain creditors appearing on tradelines with debt type "Installment Sales Contract" and/or "note Loan".</li> </ul>	<ul style="list-style-type: none"> <li>•<b>Bankers Healthcare Group (BHG)</b> unsecured loans require original loan documents prior to enrollment.</li> <li><b>OneMain Financial:</b> <ul style="list-style-type: none"> <li>Original loan docs required if an account appears as installment loan on CR, regardless of account balance.</li> <li>Original loan docs are not required if accounts appear as "Unsecured" or in collections (U8 or U9) status.</li> <li>Secured OneMain – If the vehicle is no longer in the client's possession: UW will require documentation that proves this <b>AND</b> verification of lien release.</li> </ul> </li> </ul>

<b>Service Agreements</b>	<ul style="list-style-type: none"> <li>•Must be in collection status</li> </ul>	<ul style="list-style-type: none"> <li>•We can never enroll an active service agreement</li> </ul>
<b>Student Loans</b>	<ul style="list-style-type: none"> <li>•Federal student loans cannot be enrolled at any time</li> </ul>	<ul style="list-style-type: none"> <li>•Require notes confirming the loan is private prior to pre-approval submission regardless of status</li> </ul>
<b>Time Shares</b>	<ul style="list-style-type: none"> <li>•Must be in collection status</li> </ul>	<ul style="list-style-type: none"> <li>•We can never enroll an active timeshare</li> </ul>

## Appendix B: Unacceptable Creditors

American Education System (AES) Student Loans	Farmers Home Furnishing/Furniture	Payday Loans ( <b>NOT APPEARING ON THE CREDIT REPORT</b> )
Apple Card	Federal & State Student Loans	Special Finance Company/Special Finance
Armed Forces Bank/Army Navy	Frost Bank	Tally/Tally Technologies
Credit Unions/Federal Credit Unions <b>(PLEASE SEE ACCEPTABLE LIST)</b>	GoodLeap	Telecom Self-Reported
Benefits LLC	Lease/Rental Agreements ( <b>MUST BE IN COLLECTIONS (CODE U8/U9)</b> )	Timeshares ( <b>MUST BE IN COLLECTIONS (CODE U8/U9)</b> )
Diamond Resorts	Medical Debt	Tower Loans
EdFinancial Services	Nebraska Furniture Mart	
EnerBank	Omni/Military Star/Army AirForce Exchange	
Eloan	OneLoan Direct	
Fast and Reliable Cash Advance	OneMain – <b>***Secured Loans, Installment Loans, and Note Loans</b>	

**\*\*\* Unacceptable creditors in collections or owned by a third-party collection agency are not eligible for enrollment. \*\*\***

- **\*\*\*Loans AND Lines of Credit > 40% APR are considered Payday Loans\*\*\***
- **\*\*\*Note: Payday loans typically have a weekly or biweekly payment schedule.\*\*\***
- **\*\*\*OneMain accounts listed SPECIFICALLY on the credit report as UNSECURED are still eligible for enrollment.\*\*\***
- **\*\*\*OneMain accounts listed as SECURED may be eligible if verification is provided that shows the car no longer in the client's possession and verification of lien release.\*\*\***

## **Appendix C: Global Holdings Requirements**

**\*Note\* All Verification documents must be uploaded to client files in PDF**

**\*Note\* Photocopies of ID and SS cards will not be accepted.**

**\*Note\* Verification documents that are misspelled/mislabeled will not be accepted.**

### **Address Verification - Must be labeled as: Client Proof of Address Verification**

Acceptable documents:

- Utility Bill (dated within 6 months) Full Service address must be stated. Electronic bills are accepted.
- Delivery Receipt (dated within 6 months) Shipping labels are not accepted.
- Property Tax Statement (dated within 6 months)
- Homeowner's Insurance/Home Loan Statement (dated within 6 months)
- Something mailed (USPS) to client's physical address (dated within 6 months)
- Current ID listing physical address. Temporary IDs are not accepted.
- Lease/Rental Agreement (all pages)
- Current Vehicle Registration (dated within 6 months)

### **SSN Verification - Must be labeled as: Client SSN Verification**

Acceptable Documents:

- Social Security Card or Social Security Statement (SS card must be signed)
- A letter from the Social Security Administration
- ITIN Card or ITIN Statement (**Statement MUST be dated within 3 Years** or provide recent tax return in addition to ITIN Statement for verification)

**DOB/Name - Must be labeled as: Client ID Verification**

Acceptable Documents (must not be expired):

- US Drivers License (Temporary IDs are not accepted)
- State ID Card
- Full United States Passport
- Permanent Resident ID Card
- US Birth Certificate
- US Visa
- Resident Alien Card

**Notarized ID Requirement – Must be labeled as: globalnotaryform**

Acceptable Documents

- Current US Driver's License/State ID Card **with** completed Notary Form

## **Appendix D: Acceptable Credit Unions/Federal Credit Unions**

Achieva Credit Union	First Entertainment Credit Union	Pentagon Federal Credit Union
Alliant Credit Union	Global Federal Credit Union	Pima Federal Credit Union
Altura Credit Union	Great Lakes Credit Union	Redstone Federal Credit Union
American Airlines Federal Credit Union	Hawaii USA Federal CU	Schools First Federal CU
American First Credit Union	Hudson Valley Federal Credit Union	Security Credit Services
Andrews Federal Credit Union	iTHINK Financial Credit Union	Security Service Federal CU
Arrowhead Credit Union	Kinecta Federal Credit Union	Service Federal Credit Union
Baxter Credit Union	Mission Federal Credit Union	Sharonview Federal Credit Union
Boeing Employees Credit Union	Mountain America Credit Union	Space Coast Credit Union
Brightstar Credit Union	Navy Federal Credit Union	State Department Federal Credit Union
Consumers Cooperative CU	New England Federal Credit Union	Together Credit Union
Credit Union of Southern California	Noble Credit Union	Unify Financial Credit Union
Digital Federal Credit Union	Nuvision Federal Credit Union	University of Michigan Credit Union
Ent Credit Union	Patelco Credit Union	Valley First Credit Union