

# **Affiliate Underwriting Guidelines**

## **10.29.2025**

**ClearOne**  
Advantage®

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## 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.
  - Using a Post Office address is 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 (Legal) 30%
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 are 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 17**)
  - Please **VERBALLY** verify the information in 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 in 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.

## 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.

## Unacceptable Creditors

American Education System (AES) Student Loans	Federal & State Student Loans	Special Finance Company/Special Finance
Armed Forces Bank/Army Navy	Frost Bank	Telecom Self-Reported
Credit Unions/Federal Credit Unions <b>(PLEASE SEE ACCEPTABLE LIST)</b>	GoodLeap	Timeshares
Benefits LLC	Lease/Rental Agreements <b>(MUST BE IN COLLECTIONS (CODE U8/U9))</b>	Tower Loans
Diamond Resorts	Medical Debt	
EdFinancial Services	Nebraska Furniture Mart	
EnerBank	Omni/Military Star/Army AirForce Exchange/World OMNI Financial/Southeast Toyota Finance	
Eloan	OneLoan Direct	
Fast and Reliable Cash Advance	OneMain – <b>***Secured Loans, Installment Loans, and Note Loans</b>	
Farmers Home Furnishing/Furniture	Payday Loans <b>(ONLY ELIGIBLE IF LISTED ON THE CREDIT REPORT)</b>	

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

- **\*\*\*Payday Loans listed on the credit report are ELIGIBLE for enrollment, even if not on acceptable list.\*\*\***
- **\*\*\*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.\*\*\***

## **Acceptable Credit Unions/Federal Credit Unions**

**Navy Federal Credit Union**

**Pentagon Federal Credit Union**

## 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>•<b>Republic Finance</b></li><li>•<b>Mariner Finance</b></li><li>•<b>First Franklin/1st Franklin</b></li><li>•<b>Regional Finance</b></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 statements 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>Bank Accounts</b>	<ul style="list-style-type: none"> <li>Overdraft accounts and closed accounts do not qualify for enrollment.</li> </ul>	<ul style="list-style-type: none"> <li>Account type listed as deposit related (Overdraft Account)</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 the client's credit report <b>DO NOT</b> 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>•All timeshares are unacceptable</li> </ul>	<ul style="list-style-type: none"> <li>•We can never enroll a timeshare</li> </ul>

## **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**

## **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
  - The 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 - \*\*\*NO EXCEPTIONS\*\*\*.** This applies to current, delinquent status, or owned by 3rd party collections.
- Term Length 55 - 60 months
  - The 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 > when ALC/BLP is not included.
  - \$233.95 or > when ALC/BLP is included.

## 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.**
- Global requires the SPAA to MATCH the correct term and draft amount.
  - Start date in SF can be **ON or AFTER** the SPAA.
  - Program payment in SF CANNOT be greater than the draft amount on the SPAA.
- **If ANY changes are made to the program AFTER pre-approval, the file MUST BE resubmitted for a new pre-approval**

## 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, etc. **WILL NOT** be accepted by underwriting)

## 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
  - **IT IS APPLICABLE** for 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.

## Banking Validation Guidelines

### Banking Validation Errors

- **Unable to verify accounts** – Client must provide a voided check, bank statement, or recording with the bank to verify the bank account.
  - Screenshots of the banking app **showing all required info** are acceptable.
  - Direct deposit forms from the client's bank **showing all required info** are acceptable.
  - If the bank name is not found – **reconfirm the routing number with the client.** (**Google is also a great resource**). If the routing number matches the banking verification, UW WILL allow the file through with "Bank Name Not Found".
  - Chime Credit Builder Card accounts are not acceptable; UW can accept the Chime Checking account that the credit builder card is tied to.
- **High Probability of return or Check Inquiry** - Sales Agent will have a conversation with the client to reverify if the information in SF is accurate, and the client will have funds available for 1st draft. Notes from sales agent are to be logged in the activity section confirming current account # and routing # in SF is accurate per the client prior to enrollment.

- **Unknown Non-Participant/Unknown Non-participant high risk of return** – UW will require the **Non-Client Auth to Debit Form** for global to be e-signed and uploaded with certificate of completion. The client may also provide a voided check or bank statement to verify the bank account is tied to the client.
- **Undraftable Account, Participant Closed, Account Closed, Account Recently Closed, Account Closed Undraftable Account** – Sales agent will get new banking information before sending out docs. If the client has a different account they can use, the new bank account info will need to be entered into SF and Banking validation must be run again. If any of the above statuses show, please follow steps as described. If the client does not have another account, the client will need to open a new account provide verification. If a file is submitted for final approval without new banking verification, Underwriting will reject for invalid banking information based on the return message of “account closed” or “undraftable”.

<b>Voided Check or Bank Statement</b>	<ul style="list-style-type: none"> <li>•Must have client's name, routing number, account number and name of bank</li> </ul>	<ul style="list-style-type: none"> <li>•Routing, Account Number and Account Type <b>MUST</b> be clearly shown in 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</li> <li>•ACH # is always best if easily available for the client.</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> </ul>	<ul style="list-style-type: none"> <li>•ACH # is always best if easily available for the client.</li> </ul>

## **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.**

### **Address Verification - Must be uploaded in Address Verification category**

Acceptable documents:

- Utility Bill (dated within 6 months) Full Service address must be stated. Electronic bills are accepted.
  - **Utility Bill is REQUIRED when ID Fail states – Need Copy of Utility Bill**
- 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)

If the client is unable to provide any of the above information, Global will, on a **CASE-BY-CASE** basis, review the following:

Military Personnel – A letter from a Commanding Officer on official letterhead advising of the client's address.

Tribal Members - A letter from postal service with directions to get to their house.

Living with friend or family - A letter from the homeowner advising the client lives at their address with a copy of their utility bill.

Temporary Housing (shelter/hotel) - a letter from a shelter manager on letter head verifying client temporarily resides there.

**SSN Verification - Must be uploaded in Client SSN Verification category**

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 uploaded in Client ID Verification category**

Acceptable Documents (must not be expired):

- US Driver's 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 uploaded in Deceased Status category**

Acceptable Documents

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