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| **Use Cases** | **Users/Actors** | **Event Type** |
| Initiate Loan Request | Customer | External |
| Retrieve Customer Information | Credit Broker, Customer | External |
| Submit Initial Feedback | Customer | External |
| Verify Credit Worthiness | Clerk, Supervisor | External |
| Assign Internal Risk Rating | Manager | External |
| Evaluate Loan Profitability | Manager | External |
| Select Bundled Product | Manager | External |
| Determine Loan Pricing | Manager | External |
| Communicate Loan Terms | Manager, Customer | External |
| Sign Loan Contract | Customer, Manager | External |
| Issue Loan Disbursement Notice | Manager, Customer | External |
| Preview Loan Application | Manager, Customer, Clerk, Supervisor, Credit Broker | External |