

The process for processing a loan application follows a structured sequence of steps designed to ensure that each enquiry is carefully checked, validated and documented in a traceable manner. At the beginning, the loan application is officially registered, which means that the applicant's basic information and the requested conditions (e.g. loan amount, term, intended use) are recorded in the system. This step forms the basis for all further processing steps and ensures that every process is stored in a traceable manner.

The basic data is then cloned. This creates a working copy of the original enquiry, which is then used for further processing. This makes it possible to carry out changes and checks without changing the original data - an important aspect for transparency and audit compliance.

This is followed by a check of the applicant's history. In this step, credit information such as creditworthiness (e.g. Schufa score) and previous credit relationships are analysed. The aim is to identify potential risks at an early stage and to ensure that the applicant has not had any payment defaults or other problematic behaviour patterns in the past.

An equally important part of the process is the form check. This involves checking whether all the required information is complete and plausible. Incomplete or contradictory information can lead to delays or, in the worst case, rejection of the application.

Once the formal and historical check has been successfully completed, the internal means test is carried out. This involves checking whether the requested loan amount is within the bank's currently available funds and whether the application - taking into account internal risk management - can realistically be financed.

The applicant is then informed of the current processing status. This can take the form of an interim notification, an e-mail or a telephone call back. Transparency towards the customer is particularly important in this phase in order to create trust in the process.

A waiting phase then begins, in which the system or clerk waits for feedback from the customer. This feedback may relate to missing documents, additional information or confirmation of certain conditions, for example.

Finally, a decision is made on the basis of all available information. If one or more checks are negative - for example, if the credit score is too low or insufficient funds are available - a rejection is sent. If, on the other hand, all criteria are met, the enquiry is approved and the customer is sent a confirmation with further instructions or documents for signing the contract.