

LENDER QUESTIONNAIRE

LENDER NAME _____

Lender Questions on Organizational Structure

1. Describe your organizational structure, including name of Parent/holding Company, affiliates, any affiliates also PLP lenders, and number of branches.
2. Describe your institution's PLP program management (i.e. centralized, regional, etc.)
3. In what SBA Field Offices do you have PLP authority?
4. Have you lost PLP status in any District(s), and if so, which one(s)?

Lender Questions on Oversight, Policy and Controls

1. Does your institution have a written statement of:
 - General loan policy? Date _____
 - SBA/SOP loan policy? Date _____ (76)
2. *SBAExpress* relies upon lender's conventional underwriting practices for compliance, so please describe the documentation required to be in file and what it must address for conventional loans of \$150,000 or less. If you use a credit scoring system for *SBAExpress*, describe it in the same manner.
3. What is your collateral valuation policy for conventional, SBA PLP, and SBA Express loans?

<u>Collateral Type</u>	<u>Conventional liquidation %</u>	<u>PLP liquidation %</u>	<u>SBA Express liquidation %</u>

If you use an alternate valuation method for liquidated collateral in determining when a loan is fully secured, please describe it.

For *SBAExpress*, please describe your conventional collateral requirements for loans of similar size and type if different than the SBA requirement of fully secured.

For *SBAExpress*, please describe your conventional loan requirements for annual financial statements, evidence of insurance in force, lien searches and method to assure business purpose use of disbursed proceeds.

Briefly discuss the institution's policies and internal controls including notation of those that are documented in writing.

4. Commitment to make loans to all qualified applicants regardless of race, creed, nationality, or gender (77)
5. Identification of your institution's normal geographic lending area and circumstances under which you may extend credit outside of such area (78)
6. Lending authority delegations (79)
7. Identification of fees that may be charged to SBA borrowers (80)
8. Policy on maintenance and review of complete and current loan files on each borrower (81)
9. Policy on appropriate and adequate collection procedures including, but not limited to, actions to be taken against borrowers who fail to make timely payments (82)
10. Procedure to ensure that loans are approved and authorizations are signed by officers with appropriate authority (83)
11. Procedure to ensure that required closing documents be obtained (If your institution makes SBA loans in more than one state, procedure to ensure that each state's requirements are met for closing documents) (84)
12. Follow-up procedures for items required after loan closing (85)
13. Procedure for safeguarding of SBA loan collateral documents (86)
14. Schedule of field visits required and documentation of visits in loan files (87)
15. Maintenance of an effective UCC continuation, annual borrower financial statement, and insurance renewal tickler systems and related chronological record of loan actions (88)
16. Access to counsel available for processing, closing and servicing advice. (If your institution makes SBA loans in more than one state, access to counsel available for closing and servicing advice in each state in which you make loans (89)
17. Availability of resources for proper servicing and liquidation throughout geographic area in which your institution makes loans, including use of experienced staff and/or counsel as necessary (90)
18. Regularly scheduled reviews of seriously delinquent SBA loans (91)
19. Maintenance of SBA loan files in an orderly and accessible manner (92)

20. Consistency of Lender's policy and practices with SBA policy, including measures that are taken to ensure that conflicts of interest or apparent conflicts of interest do not exist in any SBA loan account (e.g., outstanding unguaranteed loans to borrower, competing liens on same collateral) **(93)**
21. Marketing programs utilized to promote SBA loans **(94)**
22. Programs utilized to support the Agency's initiatives **(95)**
23. Commitment to originate a minimum number of loans to ensure program proficiency. (applicable only to 504 loans) **(96)**
24. Procedure to ensure that required forms are in application package for SBA loans (such as a checklist or screening sheet) **(97)**
25. Procedure to ensure compliance with credit and eligibility requirements for SBA loans (such as a training manual, checklists, review procedures) **(98)**
26. Policy on approval of contracts with service providers by the appropriate SBA field office **(99)**
27. Procedure to ensure that only allowable servicing fees have been charged to the SBA borrower **(100)**
28. Process to ensure routine SBA portfolio reviews and borrower contact **(101)**
29. Proper maintenance of the monthly 1502 reporting system **(102)**
30. Procedures for timely notification to SBA of required servicing and liquidation classifications, development of liquidation plans (including evaluation of collateral and estimate of expenses), and preparation and submission of liquidation status reports as requested by SBA **(103)**
31. Documentation of number of jobs created/retained two years after the loan was disbursed. (applicable only to 504 loans) **(104)**
32. Training for staff, including maintaining currency and proficiency in the preparation of SBA loan authorizations **(105)**

Comments: