

Procedure Title:	(company logo) (company and department)	
Division:	Team:	Process Owner:
Last Review Date: MM/DD/YYYY	Review Year: XXXX	Page 1 of 2

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1.0 Purpose

2.0 Resources

System Access Requirements:	
Policies/Attachments/Links:	
Process Map(s):	
Glossary:	

3.0 Important Information

Procedures described in this document apply equally to:

- SLA:
- This process is performed, owned and managed by the Loan Services
- Procedures for this process are documented here and training is on the job. Procedure changes are reviewed by managers and/or colleagues with associates when instituted and communicated as needed. New hires will be trained in accordance with Loan Services new hire orientation requirements.

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- The procedure will be reviewed annually or more often if needed. Process may be changed with the approval of the Section or Process Manager and processing through Procedure Change Control.
- Effective date and Revision Date are the same unless otherwise noted.
- The risk associated with this procedure is: .

Collections only: include this paragraph.

Regulatory Considerations

Company's Collections business unit is committed to the principle that all consumers will be treated consistently and fairly. We adhere to and promote compliance with all applicable state and federal laws and regulations ensuring fair lending and equal access to credit, including but not limited to the Equal Credit Opportunity Act ("ECOA"), Regulation B (which implements ECOA), Unfair, Deceptive or Abusive Acts and Practices ("UDAAP") and the Fair Housing Act ("FHA"). Company and its employees will not discriminate against anyone on the basis of race, color, religion, national origin, gender, marital status, disability, age, or any other prohibited basis. All Collections employees will adhere to and ensure compliance with all Company policies, including but not limited to the Company Fair and Responsible Banking Policy.

4.0 Procedure

1.

5.0 Controls

The following controls are in place as evidence that the above methods are compliant.

<u>Control Name</u>	<u>Frequency</u>	<u>Control Content</u>

6.0 Revision History

<u>Date</u>	<u>Description</u>	<u>Tester</u>
MM/DD/YYYY		