

(Company Logo Here)

# Loan Service Center

## Procedure Name

Procedure Name:	<i>Name of Procedure</i>
Procedure Number:	<i>Cost Center Number followed by procedure number, e.g., 8895-001</i>
Procedure Version:	<i>1</i>
Last Reviewed Date:	<i>Date Format, e.g., XX-XX-20XX</i>
Last Revised Date:	<i>Date Format, e.g., XX-XX-20XX</i>
Procedure Owner:	<i>First and Last Name and Job Title</i>

### 1.0 Scope and Purpose (Head)

*Identification of the purpose of the procedure and a statement of philosophy, position, rule, regulation or direction and, when applicable, reference to the guiding Policy (include Policy name and number)*

*(Section Definitions)*

#### A. PURPOSE

#### B. FREQUENCY (Sect 1. Level 1)

(How often is this procedure performed) (Sect 1. Level 1 Text)

#### C. APPLIES TO

(Team)

#### D. REQUIRED ACCESS

None

#### E. ACCESS RESPONSE TIME GRID

List of time-specific response items


### 2.0 Definitions

*Meaning and interpretation of terms used in the procedures, if necessary*

*(Body)*

### 3.0 Procedure Details

*Procedure Details should include: duties assigned to responsible parties and other parties as necessary; other information specific to a particular procedure as needed; a description of the compliance review process and specific authority to impose penalties or other remedies when noncompliance occurs, if applicable. Additionally, procedures should also be*

*step-by-step instructions that include specific system key strokes and provide screen prints for reference so that if a back-up processor is performing the procedure task, they will be able to execute the procedure with limited risk of failure.*

**DESCRIPTION OF PROCEDURE (Procedure-Head)**

**Sub-Section Header (Procedure-Head2)**

(Procedure-Text)

1. Level 1 (Procedure-Level1)

(Procedure-Level1 Text)

A. Level 2 (Procedure-Level2)

(Procedure-Level2 Text)

1. Level 3 (Procedure-Level3)

(Procedure-Level3 Text)

a) Level 4 (Procedure-Level4)

(Procedure-Level4 Text)

(1) Level 5 (Procedure-Level5)

(Procedure-Level5 Text)

(Image)

**4.0 Procedure Oversight and Review**

*Details who has primary oversight over the procedure and how often procedure requirements will be reviewed for adherence.*

**CHANGE LOG**

Effective	Version	Author	Change Description	Reason / Comment

**5.0 Roles and Responsibilities**

*Details of the roles and responsibilities for owning and executing the procedure.*

**A. VENDOR CONTACT DETAILS**

None

**B. RELATED PROCEDURES**

None

**C. LIST OF APPENDICES**

None

**Note:** This procedure template was created by Enterprise Risk Management to help Company Business Units comply with the procedure documentation requirements of [BP-73 Policies and Procedures](#). The above template includes the recommended minimum documentation requirements for procedures. Business Units are able to expand on their procedures and include more elements as they deem necessary and appropriate under their circumstances.

If you have any questions about this template, please contact \_\_\_\_\_ in Enterprise Risk Management.