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## Profile – December 2017

CU Business Group is a CUSO focusing solely on business services. The following are highlights of our history and the services we bring to the credit union industry.

- ❑ Initially formed in August 2002 as a CUSO of Northwest Corporate – now owned by six corporate credit unions.
- ❑ CU Business Group now has a staff of 44 business services professionals.
- ❑ We now work with 564 credit unions in 46 states to help them deliver quality business services.
- ❑ We sign on an average of three new credit unions every month. Our credit union retention rate is over 98%.
- ❑ Our loan services include underwriting, loan documents, risk monitoring, consulting and training on business loans. We do not fund loans – we only provide recommendations, advice and training. To date, credit unions have submitted over \$8 billion in business loan packages for our review.
- ❑ CU Business Group's organic growth in loan volumes is 10%-20% annually.
- ❑ Independent loan reviews are an integral part of the services we provide. As credit unions grow their own in-house programs it is imperative that they review and maintain a sound business loan portfolio. Our staff has the knowledge and expertise to provide these independent reviews for quality control or problem situations.
- ❑ The CUBG Participation Network is a major strength, bringing together all our credit unions to share in buying and selling opportunities on larger loans.
- ❑ A large part of our consulting work centers in the business deposit area. Credit unions are typically not set up to handle business accounts and we spend considerable time helping them with account structure, pricing, operations and compliance.
- ❑ We also help credit unions put together a complete package of business services. This includes merchant bankcards, business remote deposit capture, ACH, and tax payments, marketing materials, and training on products and sales techniques.
- ❑ Education sessions are a major part of our role in the industry. Our education staff regularly lead sessions across the country and via webinar on all aspects of business services.
- ❑ CU Business Group obtains an SSAE16 Type II audit report annually which evaluates the controls of our systems and operating processes.



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## CU Business Group Products and Services

### **Strategic Consulting**

- Board and management education
- Strategic options for building your business services program, including recruiting/interviewing
- Market demographics, program potential, and breakeven analysis customized for your credit union

### **Business Deposit Consulting**

- Structure and pricing of core deposit accounts and package services
- Treasury management products including remote deposit capture, ACH origination, and merchant services
- Operations, compliance, and systems guidance and expertise
- Marketing ideas, templates and resources; training in high-performance sales techniques

### **Business Loan Consulting**

- Policy development, forms, and procedures
- Processes, work flows, and quality control steps
- Education and training in operations, compliance, and all aspects of business lending

### **Business Loan Origination**

- Commercial real estate, term, lines of credit, construction, agriculture, and SBA
- Complete analysis and risk-rated credit presentation or a la carte services available
- Loan documentation compliant in all 50 states
- Pre- and post-funding loan review services
- Independent third party appraisal reviews

### **Risk Monitoring**

- Periodic financial review and analysis of business loans, including updated risk ratings
- Enhanced risk monitoring includes the annual review plus ongoing monitoring of the borrower and property using automated tools
- Expertise in problem loans and workouts available to your credit union on demand

### **Loan Participation Network**

- Established network makes buying or selling easy
- Standardized processes, parameters, and legal agreements
- CUBG will service the entire participation and serve as one point of contact for all participants

### **Loan Servicing**

- Book your originated loan or participation loan with CUBG's system provider
- Includes funds management/distribution reporting and all detailed accounting

### **Business Loan Portfolio Review and Quality Control**

- Independent loan reviews for quality assurance and management comfort

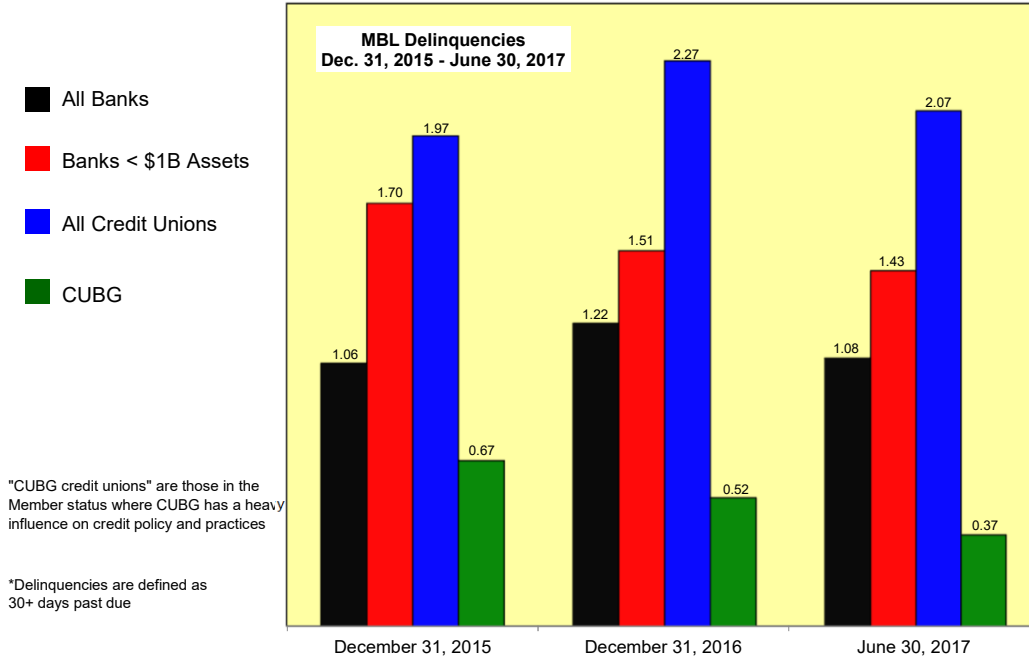
### **Education**

- Complete webinar program encompassing a variety of important business services topics
- Regional in-person courses for in-depth training on business lending and deposit topics
- Two national business services conferences held annually
- Customized training to fit your credit union's or association's need

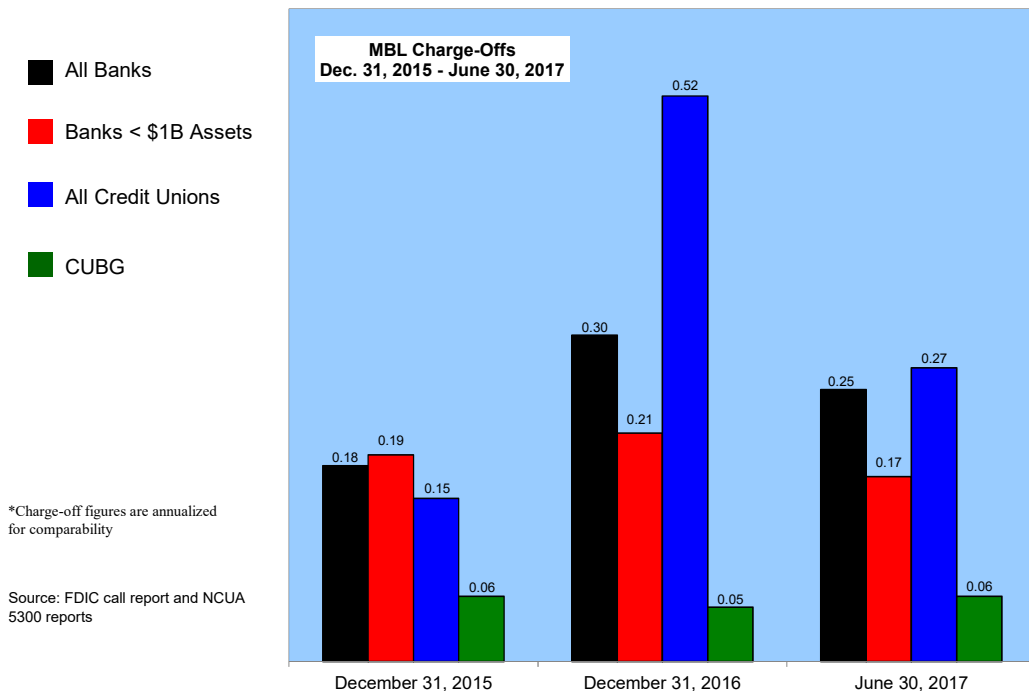


## Three-Year Business Lending Track Record

### Business Loan Delinquencies as a Percent of MBL Outstandings



### Business Loan Charge-Offs as a Percent of MBL Outstandings





## CUBG Relationship Programs – Services and Benefits

CUBG Service	Specialty	Affiliate	Participation Member	Member
Ability to use loan underwriting, analysis, and consulting services	✓	✓	✓	✓
Access to loan participation network for buying and selling	✓	✓	✓	✓
Access to CUBG trusted partners	✓	✓	✓	✓
Can attend CUBG education courses, webinars, national conferences	✓	✓	✓	✓
Full service SBA program available	✓	✓	✓	✓
Loan servicing system available	✓	✓	✓	✓
Business loan forms, checklists, etc.		✓		✓
Set-up on LaserPro loan documentation system		✓		✓
CUBG participation policy template			✓	✓
Priority for purchasing loan participations			✓	✓
Complete access to CUBG staff expertise on participations			✓	✓
Discounted fees on participation transaction services and education			✓	✓
Free 100 level on-demand webinars			✓	✓
Full CUBG MBL policy template with annual updates				✓
Discounted fees on loan transaction services and education				✓
Complete access to CUBG expertise on business loans and regulations				✓
Complete business deposit consulting, resources and support				✓
Members-Only access to CUBG resource library of forms and templates				✓