



Membership Services Overview

Housekeeping

- All lines have been muted upon entry to reduce background noise
- This session is being recorded and will be posted on our website within a week (FOC-network.org)
- We will distribute the slides and the recording after this session
- Please enter any questions you have into the chat box – we will answer at the end

Agenda

- **Welcome**
- **Credit Builders Alliance (CBA)**
- **Overview of CBA Services**
- **Member Onboarding Steps**
- **CBA Access**
 - Differences between the bureaus for credentialing
 - Expectations for the CBA-bureau connection
 - Process for adding/switching scores/models
 - Sharing credit reports/scores
- **Training and Network Benefits**
- **Q&A**

Presenter



Maria Sennett

Manager of Programs & Stakeholder Engagement
Credit Builders Alliance



Our mission:

To help organizations move people from poverty to prosperity through Credit Building.

Our philosophy:

Good Credit is an Asset

Mission driven nonprofits and other entities are uniquely positioned to help the households they serve build credit as an asset—often the FOUNDATIONAL asset.

CBA Credit Builder Community



CBA's Credit Building Platform



CBA Membership and Services



CBA Service Packages

Community Packages

CBA Community

- Membership benefits for mission-driven nonprofit, governmental, and tribal entities offering financial capability and asset building programs in local communities

\$495/year

Access Packages

CBA Access

- All CBA Community benefits
- Pull credit reports from up to two of CBA's credit bureau partners
- Basic technical assistance

\$795/year

CBA Access *Prime*

- All CBA Community benefits
- Pull credit reports from all of CBA's credit bureau partners
- Expanded technical assistance

\$1,295/year

Reporter Packages

CBA Reporter

- All CBA Community and CBA Access benefits
- Report up to 500 loans to all major consumer credit bureaus*
- e-OSCAR® Dispute Management
- Basic technical assistance

* Option to report to commercial bureaus instead of consumer bureaus

** 25% discount for lenders with small portfolios (<50 loans)

\$1,895/year**

CBA Reporter *Prime*

- All CBA Community and CBA Access Prime benefits
- Report up to 2000 loans* to major consumer and commercial credit bureaus
- e-OSCAR® Dispute Management
- Expanded technical assistance and training opportunities

* More than 2000 loans? Contact CBA for Special Pricing

\$2,995/year



CBA Community Membership



- **Education and Professional Development Opportunities**
 - Monthly webinars and newsletters
 - Free and discounted training opportunities
- **Member and Community Resources**
 - Comprehensive learning library on CBA's Training Institute
 - Credit Building Toolkits
- **Discounted rates**
- **Access to funding and capacity-building opportunities through CBA Fund**



CBA Platform Services



CBA Training & Consulting

Training Services:

- ***Credit as an Asset*** training packages
- Growing e-Learning course catalog
- **Credit Builders Toolkit:**
 - Actionable tools for financial coaches and counselors
 - Resources for serving specific populations



CBA TRAINING INSTITUTE



These services are available to those within and outside of CBA's Membership. Some services are discounted for CBA Members.



CBA Training Institute



 Login |  Register 

 [202-730-9390](tel:202-730-9390)

 training@creditbuildersalliance.org

 [CBA Home Page](#)

[TRAINING CATALOG](#)

[CREDIT BUILDERS TOOLKIT](#)

[CBA MEMBERS' CORNER](#)

[MY COURSES](#)

www.cbatraininginstitute.org



Benefits of the Training Institute

- ✓ **Unlimited user accounts for staffers of CBA Members**
- ✓ **Members-only content including past webinars and self-paced (free or discounted) e-courses**
- ✓ **Tipsheets, toolkits, and more!**

CBA COMMUNITY CORNER



Welcome CBA Community Members! We are proud to support you in your credit building efforts. On this page you can find answers to your questions about reporting loan data, pulling credit reports and working with clients on credit building.

CBA Reporter Members

Learn about setting up to report loans, creating and sending Metro2 files, eOscar disputes, and more.

[VIEW RESOURCES](#)

CBA Access Members

Find resources about accessing and pulling credit reports through CBA's Access Service

[VIEW RESOURCES](#)

Credit Building Coaches

Help your clients build and sustain strong credit.

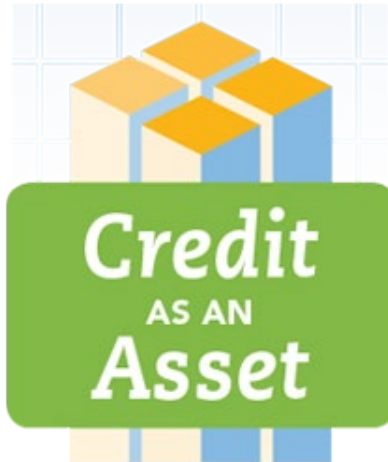
[VIEW RESOURCES](#)

Search the Learning Library

[VIEW RESOURCES](#)

Master Trainer Certification

Applications due May 7th!



Mondays and Wednesdays

July 12 – August 4th

<https://bit.ly/CBAMasterTrainer>

This in-depth certification program provides participants with:

- **comprehensive in-person and virtual training and continuing education on course materials and facilitation;**
- **full access to license *Credit as an Asset* curriculum with the ability to adapt course materials for use in local communities; and**
- **on-going professional development opportunities, technical assistance, and regular updates on changes in the credit industry**



Upcoming Training Opportunities

- **Reading and Understanding Credit Reports**
 - 2-part webinar series, *June 2021*
- **Virtual *Credit as an Asset* Training**
 - 6-week 1.5 hour training, *Fall 2021*
 - Includes consumer-facing Credit Building 101 (English and Spanish)
- **CBA's Credit Building Symposium**
 - Virtual event, *November 3-5, 2021*
- **Small Business Companion Guide for *Credit as an Asset***
 - *Late 2021*



CBA Reporter Service

Report borrower loan data to:

- **Consumer credit bureaus**
(*CBA Reporter*)
- **Commercial credit bureaus**
(*CBA Business Reporter*)

Includes ongoing technical assistance and dispute resolution support.



This service requires CBA Membership



CBA Access Service

Pull credit and other consumer reports for:

- **Financial coaching/counseling**
- **Loan underwriting**
- **Outcome tracking**

Options for soft and hard inquiry reports

CBA is not a data reseller!



This service requires CBA Membership



CBA Access Service

CBA Access Partners:

TransUnion®

experian™

LexisNexis®
RISK SOLUTIONS

NOVA

ChexSystems®

Access

Reporter

Training and
Consulting

This service requires CBA Membership



Why CBA Access



The CBA Advantage:

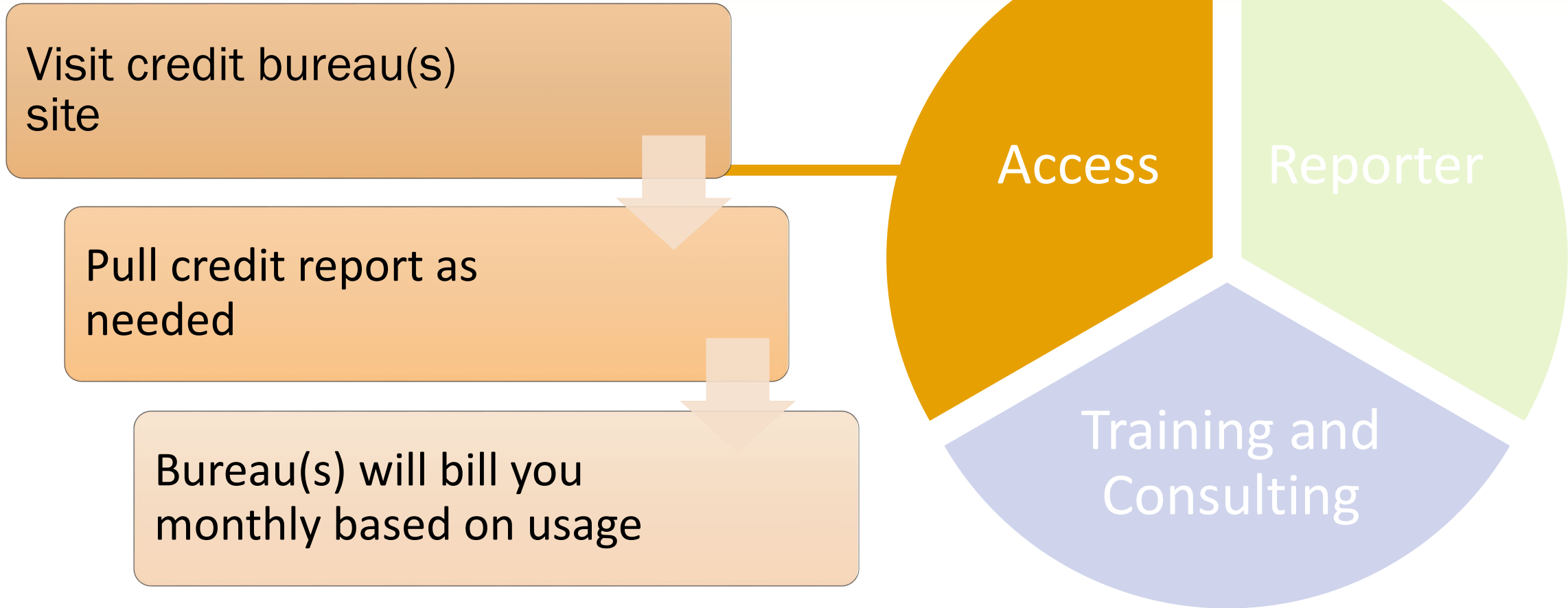
- Streamlined application process to consumer reporting agencies for soft- and hard-inquiry reports
- Waived monthly fees and minimum requirements
- Reduced set-up, site-visit, and credit report pricing
- Ongoing technical assistance and member education opportunities



This service requires CBA Membership



CBA Access Service



This service requires CBA Membership



CBA Community and Access Packages

	CBA Community	CBA Access	CBA Access Prime
Monthly CBA Community Webinars	X	X	X
Access to CBA Training Institute Members Corner	X	X	X
Discounted rates: annual CBA Credit Building Symposium, e-Learning courses, training and consulting services	X	X	X
Access to funding and capacity-building opportunities through CBA Fund	X	X	X
Pull consumer credit reports from up to two of CBA's credit bureau partners*		X	X
Technical assistance resources to support programmatic integration of consumer credit reports and scores		X	X
Pull consumer credit reports from all of CBA's credit bureau partners			X
2 hours of specialized CBA consulting support per year			X
All e-Learning courses are free for your staff			X
Investment	\$495/yr	\$795/yr*	\$1,295/yr*

* PLEASE NOTE: Access package prices do NOT include the cost of individual credit reports or credit bureau site visit fees, if applicable. Credit report costs will be billed by CBA's credit bureau partners to CBA members on a monthly basis. CBA has negotiated discounted rates on credit reports from our partners. Typical credit report costs generally range from \$2-\$9 per report and may depend on volume of reports pulled each month.



Network Ally Discount

FOCs benefit from 25% discount on CBA services

- ✓ Applied to future billing cycles only
- ✓ Appears as “Network Membership Discount Applied”
- ✓ Maximum of 1 discount regardless of network affiliation

RE: CBA Access Set-up Package (Network Membership Discount Applied)

Invoice Number: IN-000	Date Invoiced: 12-11-2020		Due Date: 01-11-2021	
Service Start Date: 01-01-2021		Service End Date: 12-31-2021		
Product	Quantity	Price	Total Amount	
CBA Access Package	0.75	\$795.00	\$596.25	
TOTAL			\$596.25	

****NOTE:** Please include a copy of this invoice in an envelope when remitting payment.



Billing FAQs

- **CBA service period begins upon application and start of the process, not when you pull your first report or report your first loan.**
- **CBA does not offer discounts or reimbursement for lack of service use.**
- **Credit bureau(s) will invoice separately for credit report pulls.**



Getting Started with CBA Access



CBA Access Readiness

Eligibility requirements

- **501(c)3 nonprofit, municipal or tribal agency**
- **Possess required documentation** *(may include: lending license or exemption, IRS form 990, Sales Tax exemption, funder letters, loan agreements, and more)*
- **Meet credit bureau standards for security of electronic and physical records**
- **Separate Office Space**
- **Sensitive Personal Data**
- **May not offer or market services as “credit repair”**
- **Ability to generate files in a Metro 2® format**
(CBA Reporter only)



Process Overview

Inquiry

- Watch recorded info session
- Participate in optional [Office Hours](#)

Organizational Assessment

- Fill out [online eligibility assessment](#)
- If eligible, you will receive an invoice and a link to an online application

Application

- Submit payment
- Gather documents, sign contracts/agreements, and complete entire application
- CBA reviews application, may request corrections
- CBA submits application to the credit bureaus

Credentialing

- Credit bureaus will perform their own review and may request additional items
- Each bureau will conduct a site inspection

Testing

Reporter Only

- Once approved to report, CBA staff will work with you on testing your files with each bureau

Continuous Support

- Pull credit reports as needed
 - Access technical assistance and training
- Reporter Only**
- Monthly reporting
 - Consumer Dispute Management

Timeframe:

Access: 8-12 weeks

Reporter: 5-8 months



Maximizing Your CBA Service Package

- **Select *up to two* credit bureau reports**
- **Includes:**
 - **Set-up support for all bureaus**
 - **Access to the bureau's score platform**
 - **Score cost included in this fee**
- **Excludes:**
 - **The cost per report (paid separately to each bureau)**
- **Interested in adding another report?**
 - **Contact joinus@creditbuildersalliance.org**



Selecting a Credit Score(s)

- **Questions to consider:**
 - **What are the asset building goals of your participants?**
 - **What are the local lenders using?**
 - **What are your outcome tracking goals?**
 - **What are your goals around sharing either the report or score with your participants?**



Most Common Credit Scores

Newest Score Models

- **FICO® Score 10 and FICO® Score 10T**
- **VantageScore 4.0**

FICO® Score most widely used in Lending

- **FICO® Score 8, released in 2009**

Scores used in Housing

- ***Mortgage:* TransUnion FICO® Risk Score 04, Equifax Beacon 5.0, Experian/Fair Isaac Risk Model v. 2**
- ***Rental:* FICO® Score 9**

Credit Scores displayed by Credit Karma

- **VantageScore 3.0, TransUnion and Equifax**



Adding or Changing Credit Scores

Existing CBA Members

- Submit request **to CBA** on company letterhead.
 - Indicate *current* score/modeler.
 - Indicate *desired* score/modeler.
- CBA to review and submit the formal request to the bureau(s).
- Approval is confirmed within 2 weeks. Upon confirmation, the new score is automatically accessible.

Note: Adding a new credit bureau requires a new set-up.

Contact membership@creditbuildersalliance.org.



Sharing Credit Reports pulled via CBA Access



Client provides
written authorization
through secure
mechanism



Coach ensures
security when
accessing and
storing credit report
information



Live coaching
session is private
and confidential



Coach shares credit
report with client
through secure
means

Compliance with End-User Agreements



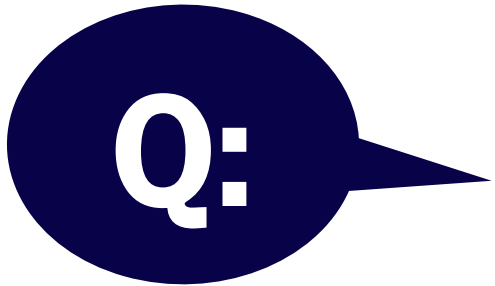
Comparing Report Options

	TransUnion	Experian	ChexAdvisor Educational	LexisNexis RiskView	Nova Credit
Can be used for coaching and counseling	Yes	Yes	Yes	Yes	Only in the context of underwriting on a loan
Can share credit score	VantageScore – Yes FICO – Only if participating in Open Access for C&FC		No, only if used in credit decision	Yes	Yes
Can be used for outcome tracking	Yes	No	Yes	Yes	N/A
Product Purpose	Traditional Credit Data	Traditional Credit Data	Checking and Savings Account Data	Alternative Data	International Credit Data

Sharing restrictions apply. Consult your end-user contract.



Sharing Scores



I can share credit scores that I pull for coaching with my participants, right?

It depends. If you are accessing VantageScores, most likely, yes. If you are purchasing FICO® Scores through CBA Access, you need to participate in the ***FICO® Score Open Access for Credit and Financial Counseling*** program. For permissions about sharing any other score, consult the end user agreement that you signed with the company who provides your scores.



Sharing FICO® Scores



FICO® Open Access for Credit & Financial Counseling Program

- **Only** way to share FICO® Scores with participants!
- Available in English and Spanish

Get Started!

- **Review**
<https://cbatraininginstitute.org/fico-score-open-access-for-credit-financial-counseling/>

FICO® Score Open Access Program for Credit and Financial Counseling

This FICO® Score Summary is provided for the exclusive use of: **Jane Smith**

Provided on: **3/20/2017**

Your FICO® Score was pulled on: **2/15/2017**

FICO® Score version: **FICO® Score 8**

FICO® Score is based on data from: **Experian**

FICO SCORE
The score lenders use.
#REF!

Key Factors Affecting Your FICO® Score

1) Length of time revolving accounts have been established
FICO® Scores consider the age of a person's oldest revolving account and/or the average age of revolving accounts. Your score was impacted by the relatively low age of your oldest revolving account and/or the average age of your revolving accounts.

Keep in mind
People who do not frequently open new accounts and have longer credit histories generally have posed less risk to lenders.

2) Number of accounts with delinquency
Missed and late payments, including the number of late payments, how late they were, and how recently they occurred, are important to FICO® Scores. Your score was impacted because your credit report shows one or more accounts with missed payments.

Keep in mind
It's important to pay bills on time. Generally, people who remain current on payments appear less risky to lenders.

Additional Information

What is a FICO® Score?
A FICO® Score is a three-digit number calculated from the credit information on your credit report at a particular point in time. FICO® Scores summarize information in your credit report into a single number that lenders can use to assess your credit risk quickly, consistently, objectively and fairly. Lenders use FICO® Scores to estimate your credit risk – how likely you



Understanding FICO Open Access

Learn more!

Register for upcoming webinar May 26th at 1:00 ET

<https://cbatraininginstitute.org/events/>

**Limited CBA Symposium scholarships available to
FICO Open Access C&FC program participants!**



Resource:

Sharing Credit Reports While Working Remotely

<https://cbatraininginstitute.org/sharing-credit-reports-while-working-remotely/>



Guidance for CBA Access Members Sharing Credit Reports while Working Remotely



General Security Protocol Best Practices

Organizations should have high quality security protection in place regardless of whether staff are working in an office setting or remotely. These security protections may look different for remote settings, but in either case, at a minimum, policies, standards and guidelines should consider how to:

- ✓ protect the information resources of the organizations.
- ✓ mitigate the risks associated with accidental or deliberate mishaps from both internal and external sources by limiting access to networks and systems to authorized staff.
- ✓ provide direction to those responsible for the design, implementation, and maintenance of information and network systems in support of the organization's mission.
- ✓ promote security awareness and accountability for use and management of IT resources and any sensitive data.
- ✓ comply with end-user agreements in place with third-party agencies that allow you to access sensitive consumer data.
- ✓ establish a basis for routine and periodic audits, reviews, and assessments.

Disclaimer:

This guidance document is not intended to provide legal advice and may not be used as legal advice. Every effort has been made to assure this information is up to date. However, it is not intended to be a full and exhaustive explanation of contractual obligations or the law in any area, nor should it be used to replace the advice of your own legal counsel.

Protecting Credit Report Information

CBA recommends that your organization provide staff working remotely with all the tools necessary to effectively maintain the highest standards of data security. This may include access to a VPN (Virtual Private Network), locking file cabinet, privacy screen, and shredder.

The following are **key security protocols** that everyone should have in place:

- ✓ Always require password protection to access your computer.
- ✓ Limit the amount of time you transport your computer outside of your remote location, and never leave it unattended in a vehicle.



Q&A

Upcoming Events

May 6 - 1 PM CST | Introduction to the Accenture Skills to Succeed Learning Exchange

May 7 - 2 PM CST | Leveraging Fintech for Financial Health - Building Credit and Savings with Twin Accounts™

Thank You!

