

Understanding LISC Twin Accounts™ FAQ

Note: Financial Coaches that enrolled clients in LISC Twin Account™ in 2020 will continue to follow the process with Justine PETERSON. All the information below applies to onboarding new Financial Opportunity Centers and enrolling clients in 2021.

LISC Twin Account™ Enrollment

Why Credit Building is important for my client?

The cost of low or no credit is at an all-time high; credit building is imperative for all Americans, especially those with tight budgets. Beyond fixing the credit report, credit-building strategies promote sound financial management behaviors that increase the credit score both in the short-term and over time.

Facts:

- *Black, Hispanic, or living in low-income neighborhoods* are more likely to have trouble accessing credit.
- *Over 64 million Americans* have low credit
- *Approximately 45.4 million Americans* have unscorable credit histories or are “credit invisible”.

Is LISC Twin Accounts™ a Credit Building Product?

Yes. For many clients, LISC Twin Accounts™ is the first connection point to traditional banking and building credit. Participants can establish and improve their credit scores and consequently access lower-cost financial products.

What is Twin Accounts™?

Twin Accounts™ is an innovative financial product that uses behavioral economics to promote savings and credit-building. It was developed by LISC after recognizing a shortage in financial credit building options tailored for low- to moderate-income individuals. Many of whom have historically lacked access to mainstream financial products. LISC Twin Accounts™ serves as a critical first step on a path toward asset building and long-term family economic stability.

How does LISC Twin Accounts™ work?

Participants in LISC Twin Accounts™ programs a “loan” of \$300 that they pay back in installments of \$25 over a 12-month period. By the end of the 12-month program, participants have not only saved \$300, but they have also earned a match for on every on- time payment, doubling their savings to \$600. As importantly, their payments are reported to Transunion and Equifax, enabling participants to build their credit scores or establish a credit history. The match is provided by LISC through Esusu in partnership with local Financial Opportunity Centers®

What is the role of a Financial Coach?

Financial Coaches provides financial education and information to the client over the life of the loan. The financial coach also helps to track the data from client enrollment to closing the account in Salesforce. Coaches will continue connecting clients with other affordable, responsible credit building and savings products.

How do we track Twin Accounts in Salesforce?

Financial Coaches need to track LISC Twin Accounts™ in Salesforce through a financial counseling service entry under the credit builder topic area, a credit report (pulled every 6 months), and the Twin Accounts™ section on the Case record.

Twin Accounts section of the client case record. The coach will enter the first payment date and the Esusu account number (10 characters "UXXXXXXXXX"). When the loan reaches maturity, or if it is closed early the coach will need to enter "close out" details and/or "reason for early withdrawal".

▼ Twin Account	
First Payment Date	Maturity Date
Account Number	Close Out
Reason for Early Withdrawal	

Is there a maximum number of LISC Twin Accounts™ for Financial Coaches or FOCs?

No, we encourage coaches to offer LISC Twin Accounts™ to every client who meet the basic criteria, desire to build credit and for who this product is a good fit.

What is the cost of having LISC Twin Accounts™? - Is there an interest rate and/or account service fees that the participants have to pay to participate in the program?

There are no fees for clients to enroll in LISC Twin Accounts™ or interest rates.

What is the criteria needed to qualify for the LISC Twin Account?

- Clients meet with the Financial Coach
- Clients that understand how Twin Accounts™ works
- Account holder over the age of 18 years
- A bank account
- Clients that demonstrate the ability to afford monthly payments of \$25 for 12 consecutive months. The goal is to set them up for success.

Note: Ideal client for LISC Twin Accounts™ include those with no credit score, thin file, one or few credit lines. This product is not recommended for clients currently facing foreclosure, recent bankruptcy, or late payments within the last three months. For the greatest credit score impact, we recommend these issues be resolved before engaging with this product.

Who does not qualify not qualify for LISC Twin Accounts™ Saving Match?

- The match is one per client one time only. Therefore, clients that opened Twin Accounts™ with Justine PETERSEN or Esusu in the past are not eligible for a new match.
- LISC and FOC staff are not eligible for match
- Client with no income or can't afford monthly payments of \$25

Can a client save more than \$25?

Yes, the client can save more, but LISC will only match every on-time payment up to \$300

Can the client receive LISC savings match in advance?

No. Match savings are an incentive to encourage on-time payments and only earned once the payment is made on time.

What happens if clients need to close the account prematurely?

There is a \$25 early withdrawal fee. Request early withdrawal via app and notify Esusu of the reason for a closing the account. Early withdrawal will not negatively affect credit. Client funds will be ACH deposited into the account. Clients with early withdrawal are not eligible to receive a savings match.

Can clients that have an ITIN participate in the program?

Yes. If client has a government issued or have a state Id, and meet all other criteria they should be able to participate.

Will the Match Savings be reported to the IRS as income?

No. LISC Twin Accounts™ match can be reported as a gift.

How many times can a client receive a match?

A client can only be eligible to receive a match once. The match savings can only be earned by making on-time payments. For example; every month a payment is made on time, the client will earn the match for that month; If the client is late one month but is on time every other month, they will not earn the match for the one month missed but will earn the match for the remainder of the on-time payments. Once the 12 months are complete, they will receive their match.

What information can I share with clients about the LISC Match funds?

Understanding Match Funds

- Match funds are earned for on-time payments at a rate of \$25/month
- Pre-payments cannot count toward earning match funds.
- Payments must be made in the month it is due.
- Match funds are restricted and are intended for continued credit building and savings.
- Proper use of funds include: Secured Credit Card, Pay off a collection debt or charge off, Pay off a debt that has potential to become delinquent or emergency savings.

What steps do Financial Opportunity Centers® need to follow to activate LISC Twin Accounts™?

Step 1. Attend the Introduction to Twin Accounts™ Webinar. *Link to Webinar*

Step 2. Complete the Twin Accounts™ Registration Form and confirm that your FOC has the system in place to pull Credit Reports & FICO scores. [Registration form](#). One registration per FOC completed by main FOC contact.

Step 3. Familiarize with Esusu Mobile Application

Step 4. Participate in the Training Credit for Asset Building *Link to Upcoming Events*

Step 5. Start offering LISC Twin Accounts™ to clients

How can I get support if I have questions?

Attend the ongoing Twin Accounts™ Biweekly Support Hour to answer any question you may have, provide client feedback and share Esusu app experience.

Banking & Using LISC Twin Account™ with Esusu Mobile Application

How would a client without a bank account access the Twin Accounts?

To enroll clients in LISC Twin Accounts™, clients need to have a bank account. If they don't have one, the financial coach can share with clients the benefits of having a bank account and getting one before signing up with Twin Accounts. You can listen to the Webinar on Banking to learn more (Add webinar on banking link)

What if the client does not have a smartphone and cannot use an app?

Clients without a smartphone can participate if they have access to a tablet or Ipad. If clients do not have access to any personal electronic devices, unfortunately they cannot have access to Twin Accounts in 2021. This is not a web-based portal platform. Esusu mobile application is accessible on smartphones, tablets or ipads.

How are the Bank Accounts for clients secured?

Esusu uses industry standards to encrypt and safeguard client information. Furthermore, Esusu does not store information about client bank accounts after it is linked.

Will clients need to have a separate checking/savings account for Twin Accounts?

No. Clients can use their current bank account.

Does the phone need to be registered in the name of the bank account?

No. Clients can use their mobile phone if it is registered under a different name (i.e. spouse or other family member).

Is the payment due date the same every month?

Clients set custom payment date to best align with their financial situation. Esusu has implemented an auto-pay feature which automatically deducts the required deposit on the goal payment due/pay-in date. This is done to ensure ample processing time regardless of the day of the week, since bank-to-bank ACH does not process over weekends. App uses do not have the option of making manual payments ahead of the auto-pay date. Once a fund transfer has been processed, users will be able to see a record of the transaction within their Esusu app.

What can the match funds be used for?

The use of the funding for the match will be connected to a secure credit card, another credit building product or savings.

Are the client's match funds deposited into the client's bank account?

The client will link their bank account at registration, and automatic payment will come out of that account. Upon successfully completing their savings goal, client savings will be deposited into the same account unless the client requests otherwise.

What if funds are not available at the time of automatic payment?

If the client anticipates funds will not be available it is imperative that they contact their financial coach and Esusu to make arrangements to bring the account current in a timely manner.

If a client misses a monthly payment, does it disqualify them from receiving the saving match?

If a client misses a payment, it will appear as a late payment and the client will not receive the \$25 match for that month. We recommend financial coaches maintain communication with their clients regarding budgeting, and the importance of paying on-time. If your Financial Opportunity Centers® use Mogli- Texting via Salesforce, staff can send individual reminder messages directly from a client's case record.

What happens with late payments? Or if a client stops making payments?

Late payments are not reported to credit bureaus. Multiple delinquencies can result in account lock with Esusu. Clients are expected to make arrangements to bring the account current and complete any necessary follow-up to unlock the account if required. Clients with late payments will not be eligible for the match.

Can clients receive all funds, \$300 loan amount + \$300 match savings, deposit back to their bank accounts?

Only the \$300 will be deposit to the bank account. The funds the match will be connected to a secure credit card, another credit building product or savings goal.

If a client sets their goal at an amount above \$300 and later decides the payments are too much, can they change it to \$300?

No, clients will not be able to make adjustments to their savings goal after the start date. If a client is unable to meet their monthly savings contributions, they should contact their financial coach and Esusu to make adjustments to their account.

After qualifying for this product, what steps does my client take to set up their LISC Twin Account with Esusu Mobile App? With the guide of the financial coach and support from Esusu the client follow these steps:

- **Step 1.** Review the client has everything to Register and Setup Esusu Application - [Esusu Client App Onboarding Checklist](#)
- **Step 2.** Download the Esusu smartphone mobile app
 - Apple iOS :** Download [here](#)
 - Android :** Download [here](#)

- **Step 3.** Enter secure code when prompted from Automated text message and connect the app to the bank account (make a note about security)
- **Step 4.** Create a savings goal of a minimum of \$300 to deposit \$25 over 12 months
- **Step 5.** Monitor the credit Score increasing as Esusu report monthly payments to Transunion & Equifax

This platform is a Do-It-Yourself approach on the part of the client with help from the coach. Isn't it much simpler to open an account with a local bank?

We encourage to work with the client what's best for the client. However, LISC Twin Accounts with the saving match it is only offered on the Esusu app in 2021.

What is a Referral Code?

After attending the webinar and completing LISC Twin Account Registration form, financial coaches receive a referral code. This is a unique code for each financial coach to enroll clients in LISC Twin Accounts at no cost. This referral code will be the same every time

Can financial coaches enroll clients to Twin Accounts™ without a match if they do not qualify for the LISC match?

The match is offered to everyone opening an account if your FOC is choosing not to offer this match then please notify your Program Officer for further discussion." Monthly payment

Will Financial Coaches be able to receive a notification on the client's progress?

Financial Coaches will receive bi-weekly reports from Esusu, which include Esusu Account ID 10 characters "UXXXXXXXX", amount, the start date of the loan, and maturity date.

Do clients have to participate in an Esusu saving/lending circle to participate in the Twin Account?

No. LISC Twin Accounts is separate from other Esusu products. LISC recommends partnership with Esusu for other products to continue expanding the work and mission of the Financial Opportunity Center

How do we sign up for additional training on Esusu in there a link or website?

Every two weeks Esusu host Bi-weekly LISCT Twin Account Support Hour. [Zoom Biweekly Meeting](#)

Closing LISC Twin Account™

Will there be any paperwork required by the financial coach to disburse the saving match on the back end?

No more paperwork. Everything is electronic. The financial coach's role is to support the client during the closing out process and track the information in salesforce, including the purpose of using funds for a secure credit card or emergency savings.

What are the requirements to receive LISC Twin Account™ Match?

To receive the maximum match of \$300.00 clients must have on-time payments for 12 consecutive months. If clients have a late payment, the client will miss the \$25 match for that month even if it is one day.

How does the client receive the LISC savings match?

Funds will be processed directly to the client's linked bank account once the client has completed the savings goals and meets requirements. Funds should reflect in their account between 710 to 14 business days.

What is the close-out process of Closing LISC Twin Account™?

- **Step 1.** After clients complete the \$300 saving goal in 12 months, they will receive a notification from Esusu. Esusu shares status update with Financial Coach

- **Step 2.** Clients complete the closing form in the app, and Esusu will send the funds directly to the client via ACH deposit after intended use has been confirmed under the financial coach direction
- **Step 3.** Disbursement. Clients complete an electronic closing out form indicating the use of fund:
 - Continue Credit Building: Open a secured credit card. Esusu to disburse \$300 match to selected credit-building activity. Funds will be disbursed to the account or individual with proof of payment required.
 - Savings: Create a new saving goal. Client completes authorized saving transfer form if appropriate.
- **Step 4.** The client receives receipts for documentation—receipts provided via email to give clients proof of payment and timestamp.
- **Step 5.** Financial Coach update outcome in Salesforce. Esusu will provide any additional information the financial coach may need to support the closing.

Can the client use funds for debt payment?

It's possible, although we encourage clients to continue building credit and emergency savings.

If the clients need to pay an important debt that impacts their credit score or had an emergency and need to use these funds, how do we process this closed out?

The client needs to offer proof of debt: Debt can include credit card debts, medical debts, utility bills, bank overdraft charges, auto loans, payday loans, and rent/mortgages.

Other General Questions

When will Esusu add Experian to Twin Accounts?

At this time Esusu does not have a specific date on when we will add reporting for Experian.

Do you have all this information in Spanish?

Marketing information is available in Spanish ([Link to material in Spanish](#))

How can I learn more?

Visit LISC Financial Coach Help Center powered by Esusu [Here](#) for more information and [Esusu Support Videos](#)