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What's new at CUNA Mutual Group

The Discovery Conference 2019 is now available on-demand. While the conference is over, you can still gain valuable key industry insights. [Check out Discovery Conference 2019](#).

Managing Insurance Rate Changes

Credit unions' payment protection rates and other parameters change occasionally. To ensure a smoother and more predictable experience for our common credit union customers, CUNA Mutual would like to learn more about how your system manages these changes. By sharing this information, we can better serve our common credit unions and reduce the likelihood of re-work.

Please complete [this short survey](#), which will take about 5 minutes. If your process is different for loan origination and loan servicing systems, please complete the survey once for each system.

One of our technical support staff will contact you if we do not hear from you soon. If you have any feedback or questions for us, you can use [this form](#) to contact our department.

TruStage Files and APO/FPO & Foreign Addresses

The European Union's General Data Protection Regulation is now in effect. Since TruStage does not offer its products outside the United States, we are taking measures to avoid collecting personal data about individuals who generally are not eligible for our products. In order to do this, we ask all system providers to amend their TruStage data extract programs to exclude data for members with foreign addresses or Overseas Military Mail addresses, such as Army Post Office (APO) or Fleet Post Office (FPO) addresses.

ACTION REQUESTED: Please implement this change to your extract programs by March 1, 2020.

Please contact [Joe Schubert](#) with any general questions, and the [Data Management Team](#) with any technical questions.

LOANLINER Adverse Action Update

CUNA Mutual Group's LOANLINER® Compliance Solutions team strives to keep you informed of changes that could impact documents and implementations for mutual Credit Union customers. Please review the important information below.

What is the Change: LOANLINER is modifying the document to list one applicable address, rather than three options we provide in the Equal Credit Opportunity Act (ECOA) section of the document, by providing the three options (three new fields). This will allow the credit union to select the applicable option or request the system provider to default the selection during the document mapping process. One of the three boxes is required to be selected.

- **Document(s) Affected:** Adverse Action documents: MXX07*, MXX08*, MXB07*, MXS07*, and MXS08*
- **Impact to LOANLINER document(s):** Updated/replacement of Adverse Action Notices to be sent for all credit unions currently licensed to use the document in paper and electronic format.
- **Effective Date:** Upon receipt/implementation (estimated document delivery to begin fourth quarter 2019).
- Three new fields and definitions:
ECOA_OVER_X - EQUAL CREDIT OPPORTUNITY ACT NOTICE, SELECT THIS OPTION IF CREDITOR IS A CREDIT UNION WITH ASSETS OVER \$10 BILLION.
ECOA_UNDER_FED_X - EQUAL CREDIT OPPORTUNITY ACT NOTICE, SELECT THIS OPTION IF CREDITOR IS A FEDERALLY CHARTERED CREDIT UNION WITH ASSETS \$10 BILLION AND UNDER.
ECOA_UNDER_ST_X - EQUAL CREDIT OPPORTUNITY ACT NOTICE, SELECT THIS OPTION IF CREDITOR IS A STATE CHARTRED CREDIT UNION WITH ASSETS \$10 BILLION AND UNDER.

New Additional Adverse Action documents available upon request: In addition, LOANLINER is making available a new Adverse Action document and Adverse Action mailer that mirror existing Adverse Action offerings, **except for the credit denial section.** Following Regulation B Model Form C-4, the credit denial checkboxes are replaced with a single, multi-line field (field name: REASON_1) to allow credit denial reasons to be mapped directly from the loan origination/data processing system or manually keyed into field of stand-alone PDF.

- **New Document Numbers:** MXV07, MXV08*

If you have any questions, please contact [LOANLINER Compliance Solutions](#).

Use Our Website Contact Form for Requests/Notifications

As introduced in the Winter 2018 e-exchange, when a credit union is converting to your system, you need an XML rate file, or need some other technical support for Payment Protection products or lending questions, please utilize the new request form on our website. This method will save you time and provide us the information we need to fulfill your request faster. Your request will come to our group mailbox which is monitored every business day. When you send emails directly to an individual, that person could be out of the office, thus delaying fulfillment.

Our new form is located on CUNA Mutual Groups website under the "Resources" tab located at the top of the page on the right of the page. Under "Other Resources" click on "Technology Providers" and then "Contacts". On the "Contacts" page look for the green button that says "Contact DP Solutions" or click on the button below.



Contact DP Solutions

You'll need to select the reason for the request, the date needed by, your contact information and the specific credit union. When you start typing the credit union name, you can choose the credit union from the dropdown list by verifying the city and state. The form will automatically fill in the CUNA Mutual contract number. If your question is not about a specific credit union, just put NA in those fields.

If you've never used our Tech Provider Resource Center, there are additional key contact people and resources that you may need. We appreciate you working with us to help our mutual clients have a smooth conversion or resolution to their Payment Protection issues. If you have any feedback or questions for us, you can [use this form](#) to contact our department.

New Credit Insurance Reporting Requirements

A growing number of state insurance departments require immediate access to historical protected borrower information for loans protected with credit life and credit disability insurance. While credit unions have been successful in retrieving this data (which can go back many years), doing so can disrupt a credit union's operations and consume staff resource time. As a means of providing better service to both credit unions and state insurance departments, CUNA Mutual Group policyholder credit unions are beginning to provide this information to CUNA Mutual Group on a monthly basis. In doing so, CUNA Mutual Group can more fully respond to state insurance departments' requests on behalf of credit unions and avoid future credit union disruptions.

By now every core and credit card processor has been contacted by CUNA Mutual Group with a request to enhance its system to enable credit unions to extract necessary data as part of monthly credit insurance processing. The ideal solution is to fully automate both the production and the sending of the data file.

We have already started onboarding credit unions. A more comprehensive credit union rollout plan will be implemented later in 2020.

We appreciate your continued partnership in better serving our credit union customers. Thank you to all the system providers that have already written these programs or have plans to do so soon.

If you have any questions, comments, or feedback, please contact [Joe Schubert](#).

CUNA Mutual Group Credit Insurance Term Maximums

You may have noticed a change over the years with term maximums on CUNA Mutual Group's parameter notices for credit insurance. We now have two different term maximums available in most states.

The first one you will notice is called the Maximum Eligible Loan Term (in some states, this is called Maximum Loan Duration). This is often the only maximum term on the notice. As the name indicates, this is an eligibility requirement, which means that loans which exceed this term cannot have any insurance, since they are not eligible for coverage.

In many credit unions, the Maximum Eligible Loan Term is unlimited as indicated by the value of 9999 months. This is the value you should place in your system. We refer to this as an Unlimited term maximum, and we use it where approved by regulators.

When the Maximum Eligible Loan Term is not unlimited, there will be a value lower than 9999 months, and we refer to this as an Absolute term maximum. If the term maximum in your system does not prohibit any insurance from being placed on a loan, then do not place this value in your system. Since this is an eligibility requirement, the credit union can enforce it manually by not placing coverage on loans that are not eligible due to the loan term.

The second term maximum you may see is called the Maximum Term of Insurance. We refer to this as Truncated coverage. When you see this on the parameter notice, you will also have the Maximum Eligible Loan Term, but the value for the Maximum Eligible Loan Term will be higher (and could be unlimited) than the value for the Maximum Term of Insurance. With truncated coverage, insurance may be placed on a loan where the term of the loan is less than the Maximum Eligible Loan Term (eligibility) but coverage will end when the Maximum Term of Insurance is reached. If your system has both term maximums, then place the appropriate values in each. If your system only has the Maximum Term of Insurance, then the eligibility will be manually enforced by the credit union.

If you have questions about how to program your system based upon these new term maximums, then please use [this form](#) to contact our department.

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