

May 2021



Featured Event

MAY 25 @ 1 p.m. (CT)

Offering Protection Post Application

When someone applies for a loan through a digital channel, what is their experience? What are they asked? Do you find it difficult to offer protection in these situations? One size doesn't always fit all, and understanding the specifics of your member's experience is key. Learn how to assess your credit union's digital experience and apply that knowledge when you interact with members post application.

REGISTER NOW

MAY 12 @ 1 p.m. (CT)

Protection Advisor® Expert Q&A

Learn how to maximize the value of Protection Advisor® Expert (PAX) as you help member's navigate payment protection decisions. Join this session to ask your questions about PAX. You'll walk away with a better understanding of how to use PAX for quoting and enrolling members in all of your CUNA Mutual Group lending products. [Save My Seat](#)

MAY 18 @ 1 p.m. (CT)

Member Focused Conversations, Part 1

Discuss payment protection benefits and ways to identify members' needs. [Save My Seat](#)

MAY 19 @ 1 p.m. (CT)

Member Focused Conversations, Part 2

Explore best practices and the process to uncover members through asking purposeful questions and offering personalized solutions. [Save My Seat](#)

MAY 20 @ 1 p.m. (CT)

Member Focused Conversations, Part 3

Practice answering common questions and utilizing resources to help members make confident decisions. [Save My Seat](#)

Access the latest
lending tools and resources

www.cunamutual.com/lrc

June 2021

Featured Event

JUNE 22 @ 1 p.m. (CT)

Understanding People Through a Cultural Lens

It's paramount that you understand the needs of your employees, members, and community. You must be able to support current and future members by considering the multiple dimensions of financial vulnerability and through the lens of cultural awareness and sensitivity. This session will help you better understand the people around you through a multicultural lens.

REGISTER NOW

JUNE 8 @ 1 p.m. (CT)

Office Hours Q&A: Credit Reports

Credit reports play a key part in your consultation with members. Taking time to read and understand the details of your member's credit report will help you customize a loan package for them and find additional opportunities to address their financial needs. Join this session to ask experts your credit report questions, live!

[Save My Seat](#)

JUNE 15 @ 1 p.m. (CT)

Member Focused Conversations, Part 1

Discuss payment protection benefits and ways to identify members' needs. [Save My Seat](#)

JUNE 16 @ 1 p.m. (CT)

Member Focused Conversations, Part 2

Explore best practices and the process to uncover members through asking purposeful questions and offering personalized solutions. [Save My Seat](#)

JUNE 17 @ 1 p.m. (CT)

Member Focused Conversations, Part 3

Practice answering common questions and utilizing resources to help members make confident decisions.

[Save My Seat](#)



Access the latest
lending tools and resources

www.cunamutual.com/lrc