



## Best Practices

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### Brokers

- ✓ Know Your Client's Business
  - What they do
  - Who they are
  - What their Credit Looks like
  - Make a Business case for the submission
  - How is their business registered – Individual/Sole Prop, LLC, Corporation
- ✓ When submitting a new credit request, in the email's Subject line please enter –
  - New Deal: (Business Name)
- ✓ Submit complete Packages for processing and underwriting (at least the following to get started)
  - 3 Months of Business Bank Statements
  - Start-Ups – 3 months of Personal Bank Statements
  - SIGNED credit application w/Credit Release Endorsement
  - Invoice and/or Spec of the Collateral
- ✓ Acquire a soft pull CBR to get an idea of your client's credit worthiness
  - This is critical to ensure your client is sent to the right Funding Source
- ✓ Pre-Sale (Ball Park) your customer on Monthly Payment – Worst case scenario
- ✓ Build your Relations with the Vendors/Dealerships
  - This helps so that the Vendors/Dealers won't Shot Gun deals and waste your time
- ✓ Review Items prior to sending to CHB
  - If it does not make sense to you – then it won't to us
- ✓ Prepare your Clients for CHB's Equipment Finance Agreement (EFA) process
  - CHB will do a business phone interview during the underwriting process (See page 13)
  - CHB will fund the Vendor/Dealership/Seller directly
  - Down Payments from your client will typically go to the Vendor/Dealership directly
    - Private Party Deals – Down Payment will go to CHB
  - CHB offers EFA loans only; this financing instrument is not a Lease, but a Simple Interest Loan
  - CHB does not use a scoring model for credit decisions. We use a credit committee model. This means we can Approve many clients that do NOT qualify anywhere else. It also means we require more information than most. Please - Prepare your client for a lender that is hands-on and wants to know the details.
- ✓ Tell the Story – give us the story why the equipment is needed and how it will benefit the buyer

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### Lender (CHB)

- ✓ CHB's Underwriters want to know your Broker Business
  - What you do
  - Who you are
  - Where you're located
  - To build and improve our Professional Business Relationship with you
- ✓ Lenders never solicit Business from Dealerships
- ✓ Lenders never solicit Business from Borrowers
- ✓ Lenders pick-up the Phone and talk with you
- ✓ They understand you are in business to make a difference and a profit
- ✓ Work to help you achieve your business and professional goals
- ✓ Answer inquiries in a timely and professional manner
- ✓ Spend time at industry and partnership events to know and understand you and your business
- ✓ Invite you to our offices for face-to-face visits
  - Get to know each other and our respective teams
  - Put a face to a name with whom you'll be working together
- ✓ Maintain an Open Line of Communication – To all levels of Management