

## Roles

### Administrator/Liaison

- Approves all new users of the OLA portal and notifies FAME of any changes
- Can access all OLA loans, no matter who did the original input
- Maximum two per lender

*Often we see one person who approves OLA users and is the general overseer of the program. A second person could be the Bank Contact with administrative permissions.*

### Bank Contact

- Named on all OLA loans along with the Relationship Manager of the account
- Receives all “Automatic Notifications” of upcoming expirations or maturity dates
- An additional contact when the Relationship Manager is unavailable or not responding
- One Bank Contact per Lender

### Relationship Manager

- Lender Loan Officer of the given account
- Receives all “Automatic Notifications” of upcoming expirations or maturity dates
- Ultimately responsible for any questions regarding the loan

### User: OLA

- Access to the portal to input new loans and renew loans they originally submitted
- In certain circumstances, FAME can provide temporary administrative permissions if the User needs to renew a loan originally entered by someone else.
- Each User must have their own log in. Do not allow someone else to access your account.

### User: Loan Balance Update (LBU)

- Per the Loan Insurance Contract with FAME, Lenders are required to submit Loan Balance Updates every month (Principal Balance, Accrued Interest, and Days Delinquent).
- On or around the 25<sup>th</sup> of each month, LBU Users will receive an email notifying them that the portal is available for updates.
- All loans must be updated no later than the 3<sup>rd</sup> of the following month.
- More than one person with LBU access is recommended.

# Fees and Guidelines

## Commitment Fee

- One-time fee for FAME’s due diligence and system set-up
- Please see our [OLA Fees table](#) for Commitment Fees based on FAME exposure.
- Fee can be waived in certain circumstances at the discretion of the FAME Loan Officer.

## Annual Fee

- Premium charged, based on FAME exposure
- Please see our [OLA Fees table](#) for Annual Fees.

## Construction Loans

- When a construction loan is submitted and approved, FAME provides a 6-month Authorization expiration date with the expectation that construction will be complete and the loan will be closed. Authorization extensions can be granted.
- FAME does not insure loans during the construction phase. (Special conditions must be met if the Lender requires loan insurance during construction.)
- Per FAME loan documents, the signed Authorization and the Commitment Fee are to be returned to FAME within 30 days. (This provides assurance of the loan closing and pays for any due diligence by FAME.)
- The Annual Fee is to be paid when the loan goes into repayment (the time at which Loan Insurance becomes effective).
- This applies to OLA loans as well as loans submitted through the traditional paper application process.

## Activating Loan Insurance

- Loan insurance is activated on our system when we receive all payments due and the signed Loan Insurance Authorization.
- FAME’s loan closed / maturity date will likely not be the same as the Lender’s.
- Loan insurance coverage is spread per month, the first to the last day, however maturity date can be any day of the month.

**EXAMPLE**

Date Closed	05/18/2018	Doc & fees received at FAME ( <i>Effective Date</i> )
Maturity Date	05/18/2022	Determined by the loan term
Insurance Start	05/01/2021	Loan insurance coverage billing spread begins
Insurance Expires	04/30/2022	Loan insurance billing spread expires, but coverage is in place to Maturity Date
Insurance Expires	05/18/2022	Determined by the loan term ( <i>Expiration Date</i> )

## Annual Financial Requirements

### FAME exposure of \$500,001 or greater

- Lender Annual Review required
- Copies of recent tax returns and business financials required
- Copies of recent personal tax returns and Personal Financial Statement of all Personal Guarantors
- Copies of recent tax returns and financial reports of all Corporate Guarantors

### FAME exposure of less than \$500,000

- No Annual Financials or Lender Reviews are required, however FAME reserves the right to request these at any time.

**NOTE:** All financial information should be sent via secure email to [Business@FAMEmaine.com](mailto:Business@FAMEmaine.com). If you send only to the Loan Officer, there could be a delay in processing.

## Modifications, Consents, and Collateral Releases

- Any changes to an existing insured loan must be approved by the FAME Loan Officer on the account.
- Send an email to [Business@FAMEmaine.com](mailto:Business@FAMEmaine.com) or to your Commercial Loan Officer with the details of your request.
- If you have a Memo or other documents with specific information, please include in your email.
- Consent Letter or Authorization Amendment will be sent depending on the nature of the change.
- All modification requests are charged a \$100 fee. If significant work and/or underwriting are required, this fee may be higher.

## Have Questions?

Send us an email or give us a call. We're here to help!

[Business@FAMEmaine.com](mailto:Business@FAMEmaine.com)

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