

The Lending Process: Step-By-Step

Name of Client: _____

Steps	Form Used	Days to Complete	Date Completed
Identification of New Customers			
First client contact — screening with credit officer	Screening form	1 day	
Information session — client informed about agriculture products	-	Same day	
If the credit officer determines that the client has a qualifying project, he/she assists the client in completing the loan application form	Loan application form	Same day	
Credit officer opens a client file.	Client file cover sheet	Same day	
Credit officer adds client to agriculture pipeline report	Pipeline report	Same day	
After completing loan application, borrower gives documents (collateral, references) to agriculture credit officer	-	1 day	
Credit officer assigns a day to call the client and get more detailed information by phone	Loan analysis worksheet	Same day	
Credit officer carefully examines all documents related to collateral, paying particular attention to the status of inventory land records, coordinating with legal staff and government as necessary	Loan analysis worksheet	1 day	
Credit officer reviews the borrower's relationships and determines if he or she can be placed into a group of similar borrowers in the area	Loan analysis worksheet	1 day	
Credit Analysis			
Credit officer conducts due diligence by carrying out reference checks of suppliers, customers, and, where possible, bank records of customer, and checks market and competitors	Loan analysis worksheet	1 day	
Credit officer meets guarantors and checks collateral	Loan analysis worksheet	1 day	
Credit officer and agriculture director identify which outstanding issues remain and decide	-	Same day	

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whether to continue with this client			
Credit officer makes follow-on surprise site visit to the company to inspect all company premises, inventory, and internal books, and checks inflow of customers	-	1 day	
Credit officer analyzes final cash flow, income statement, and balance sheet; structures the loan accordingly; and completes analysis, write-up, and final documentation check	Loan analysis worksheet	1 day	
Credit officer and lawyer(s) review final documents and forwards loan memorandum to relationship manager	Loan memorandum	Same day	
Relationship manager reviews and provides approval for submission to credit committee	Loan memorandum	1 day	
Approval and Disbursement			
Submission to credit committee		1 day	
If approved, sign off on loan approval form; if rejected, client is provided with a list of deficiencies and can resubmit when these are addressed	Loan memorandum	Same day	
Client informed of loan decision	Client letter	1 day	
Credit officer requests any additional documentation required to fulfill conditions and for closing	Loan checklist	Same day	
Credit officer arranges collateral registration and insurance documentation with local and/or district government	Collateral evaluation form	1 day	
Credit officer prepares loan/collateral agreements based on credit committee decision	Loan/ collateral agreements	1 day	
Credit officer ensures that all disbursement conditions have been met	-	1 day	
Credit officer walks client through disbursement of loan proceeds at the office	Client loan checklist	Same day	
Credit officer follows through on fulfillment of all conditions of loan disbursement	-	Same day	
Relationship manager checks all documentation and conditions and signs approval form	Loan approval form	Same day	
Documentation signed with client and	-	1 day	

Steps	Form Used	Days to Complete	Date Completed
guarantor(s)			
Repayment schedule provided to client	Repayment schedule	Same day	
Loan disbursed to client		1 day	
Total Days		16 days	
Monitoring and Reporting			
Credit officer and client agree to monitoring schedule	Monitoring report form	As necessary	
Monitoring visits to client	Monitoring report form	Monthly	
Credit officer updates relationship manager on problem loans	Watch list	As necessary	
Other reporting as determined by bank	TBD	TBD	