Symitar[®] Quarterly Town Hall

Housekeeping

Your lines will be muted throughout the presentation, but your participation is welcome.

Please enter questions on the **Q&A** tab at any time.

You'll receive a copy of the presentation slides and a recording early next week.

All questions (1)

My questions

Lee 01:54 PM

Will there be a follow-up session?



Comment

Type your question here...

Juliana Maneno Compliance Analyst, Advisory

Joined Jack Henry™ in 2019

Supports company compliance initiatives, federal laws and regulations, best practices, and industry standards

Implements compliance regulations into business processes

Communicates understanding of current legislation

Tracks new and pending legislation to ensure continued compliance

Email: jmaneno@jackhenry.com

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Jeff Paris Senior Product Manager

Joined Jack Henry™ in 1998

Manages a large portion of Symitar® core functionality

Member Services functionality: ACH, dividends, drafts, fees, holds, members, teller transactions, and wires

Reporting functionality: CTR and IRS

General ledger functionality: Accounts payable and teller balancing

Manages product backlogs, moderates IdeaLab submissions and works with Product Development teams to deliver and communicate core enhancements

Email: jeparis@jackhenry.com



Barbara Fraire Senior Product Manager

Joined Jack Henry™ in 1994

Instrumental member of the project that delivered Symitar's first online documentation

Moved into education and instructional design

Spent more than 20 years developing training on subjects ranging from PowerOn®, Symitar PowerFrame Docs™, and SymXchange™ to Symitar Member Business Services™ and Lending

Currently serving in Product Development as the product manager for Symitar® Lending and Commercial Services

Email: <u>BFraire@jackhenry.com</u>



Paul Kumbier Technical Product Manager

Joined Jack Henry™ in November 2023

Product Manager for Symitar® Card Services

Manages product backlog, moderates IdeaLab submissions, and works with Card Services Programming team to deliver and communicate enhancements

Nearly 25 years of card payments transaction processing and core integration experience

Email: <u>PKumbier@jackhenry.com</u>



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Sheena Gribaudo

Corp. Technical Instructor III

Joined Jack Henry™ in 2019

Transitioned to Knowledge Enablement as a Corporate Technical Instructor in early 2024.

Prior to moving to Knowledge Enablement was the Lending Support Supervisor. Specialized in cleanup projects related to recoveries, managed projects for self-merger credit reporting, and provided support in all matters relating to lending.

More than 20 years in the banking industry, with over half of that time spent working with credit unions on Symitar.

Email: cgribaudo@jackhenry.com

jack henry



Disclaimer

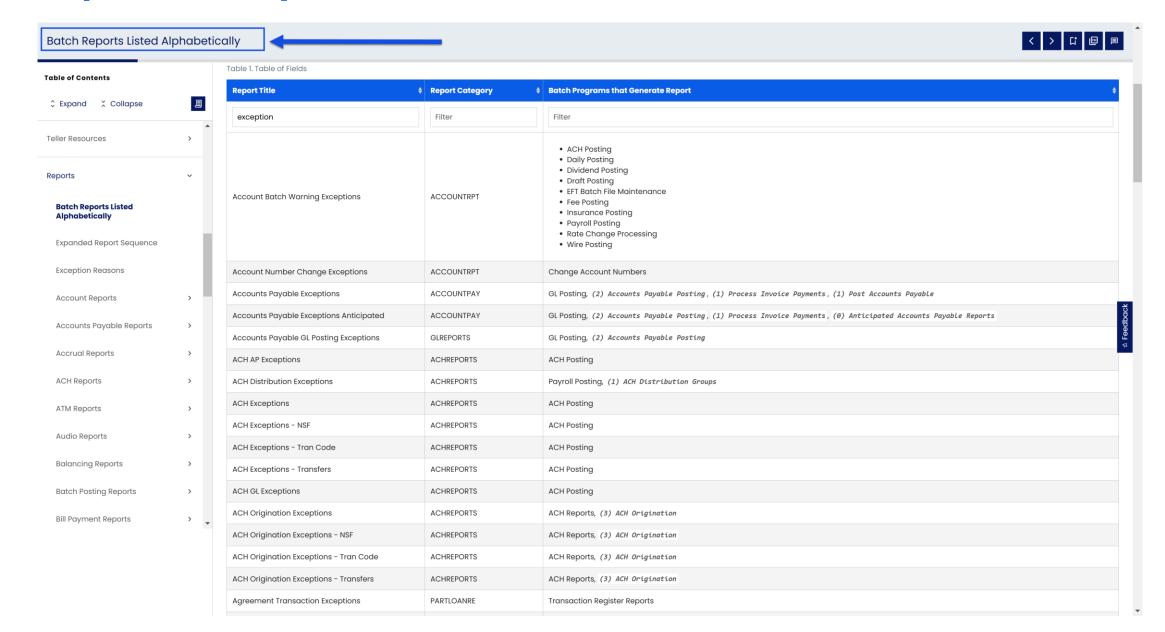
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Agenda

- Credit Report Rescue: Demystifying Credit Report Exceptions
 - Exception Reports
 - Credit Report Exceptions
 - Credit Reporting Course
- 2025.00 Symitar® Compliance Enhancements
- Features on the Horizon
- 2025 Compliance Calendar Review
- Compliance Resources
- · Q&A

Exception Reports

Help Center – Symitar®



Help Center – Symitar®

Home > Symitar > ... > Exception Reasons



This table contains the text of the exception reason contained in the exception reports along with possible exception resolutions.

Tip

If the description is in parentheses, the account was analyzed and is presented for informational purposes. Review these exceptions carefully to determine if an analysis should have been run in that account. If the description is not in parentheses, the account was not analyzed. Correct the applicable prompt or record as required to run an analysis.

Text	Associated Reports	Possible Resolution
Account Batch Warning	 ACH Exceptions ACH Origination Exceptions Anniversary Dividend Exceptions Automatic Loan Payment Exceptions Daily Post FM Exceptions Dividend Posting Exceptions Insurance Exceptions Loan Interest Rate Change Exceptions Off-Cycle Loan Transfer Exceptions Schd Loan Interest Rate Change Exception Sweep EFT FM Transfer Exceptions Wire Exceptions 	The standard *01 - No Batch Processing* warning prohibiting transactions was found at the account level. Symitar Quest requires manual intervention so the user can decide whether to post the item or return it based on the warning.
Account Closed	 ACH Origination Exceptions ACH Origination Exceptions Audio Memo Exception Journal Audio Posting Exceptions Automatic Loan Payment Exceptions Automatic Share Transfer Exceptions General Ledger Exceptions Report Off-Cycle Loan Transfer Exceptions 	Symitar Quest is trying to apply a batch transaction from or to a closed account. Either change the Loan record payment method or adjust the loan Transfer record.

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Credit Report Exceptions

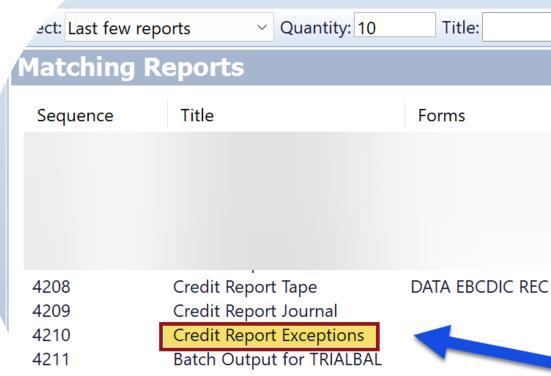
Trial Balance Reports Batch Program

Print Control



Trial Balance Reports batch program generates three reports in Print Control:

- Credit Report Tape
- Credit Report Journal
- Credit Report Exceptions



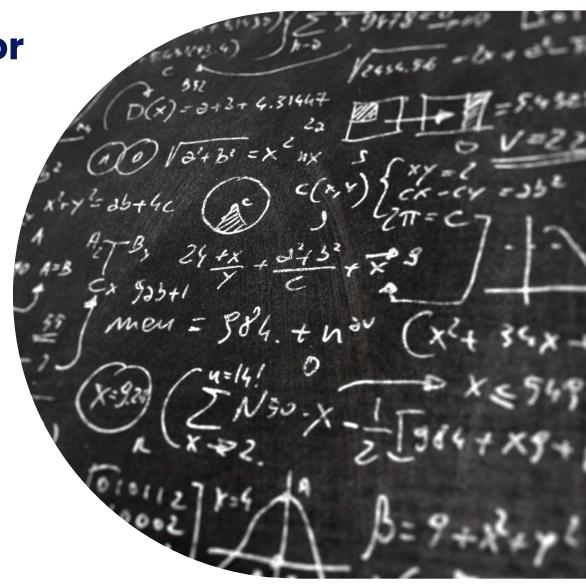
Special Character Removed and/or Ampersand Replaced by AND in Reported Name

Examples:

- Carla B. Farnsworth or
- Joseph O'Donnell

Create an FM specfile:

- Remove period from the middle name field
- Remove apostrophe or replace with space



Credit Reporting Period Too Long

Top scenarios:

- Share was charged off twice
- Credit Reporting Code set to (1) Do Not Report
- Correcting a loan that prematurely aged out

Review the 24-month CR Pmt History buckets and update for accuracy.



J1 or J2 Missing SSN/DOB or Both

Joint member is missing:

- Social Security Number
- Date of Birth
- Social Security Number and Date of Birth

Honorable segway

- J2 segments are used to report joint borrowers
- J1 segments also report joint borrowers with missing addresses



Unpaid Late Charges/Escrow Amounts

 Late charges calculated on final payment and not paid

- Postponed late charges not paid
- Unpaid escrow at the time of payoff



Portfolio Type Unspecified

Credit Reporting Parameters > Collateral Codes

Missing Portfolio Type parameter

Correct it by:

Define the Collateral Code parameter, or

Locate all loans assigned to the **Collateral Code** value and update to the correct value

Caution! A change in the **Portfolio Type** may cause duplicate trade lines.



Consumer Indicator Invalid

Credit Report Consumer Info codes retired:

- 2020 CDIA retired CII values
- 2021 retired values removed from Symitar

Credit Rpt Consumer Date is the "backup" Date of First Delinquency value for current bankruptcies.

Bankruptcy BFF fields:

- When bankruptcy is active or discharged populate both fields
- If bankruptcy is reaffirmed or dismissed, remove **Credit Rpt Consumer Date** value

3222 Loan 0003

B Billed Fee B Escrow Bu

B Pmt Bucke

.5 Collected TTD.	υ.υυ	Occupancy
∠ Ins Collected Last Yr:		Property A
⊿ge Ins Paid YTD:		Property Ju
رgage Ins Paid Last Yr:	0.00	Assessor P
		Number of
Credit Reporting Information:		
ECOA Code:	01 Individual (Verified)	
Credit Reporting Code:	0	Pmt Bucke
Credit Report Comment:		Billed Fee
Credit Report Number:		Escrow Bu
Credit Report Last Status:	0	Pmt Bucke
Credit Report Occurrence:		Pmt Bucke
Credit Report Consumer Info:		Billed Fee
Credit Rpt Consumer Date:		Escrow Bu
Credit Rpt Deferred Pmt Start:		Pmt Bucke
Credit Report Compliance Info:		Pmt Bucke
Credit Score Type:	0	Billed Fee
Credit Score:		Escrow Bu
Bureau Score Experian:		Pmt Bucke
Bureau Score Equifax:	0	Pmt Bucke
Bureau Score Transunion:	0	Billed Fee
Original Risk Grade:		Escrow Bu
R Interest Type Indicator:	V	Pmt Bucke
নt CR Reporting Date:		Pmt Bucke
¹ighest Balance:	0.00	Billed Fee
nsfer Indicator:	0 Do not send	Escrow Bu
^c er Name:		Pmt Bucke
`\ate:	1 1	Pmt Bucke

'istory:

Occurrence Date Could Not Be Calculated, Using Open Date

Credit Report Occurrence = Date of First Delinquency

Credit bureaus purge derogatory debt after seven years.

Symitar calculates this field:

- Due Date compared to system date
- Reads transaction history
- Factors in Credit Reporting Parameter settings

Note! Exception is present only once; the cycle it was generated.



Occurrence Date Could Not Be Calculated, Using Open Date

When does it happen?

Reporting a current loan in a derogatory state

Common scenarios:

Current repossessions or voluntary surrenders

Credit Reporting Code = 95 or 96

Credit Report Occurrence = Date of possession

Credit Report Last Status = 95 or 96



Unexpected Credit Reporting Code for a Share with a Zero or Positive Balance

- **(0) Normal** -Symitar automatically assign one of the following status codes to indicate the status of the share:
- 11 = Current account (0-29 days past the due date)
- 13 = Paid or closed account/zero balance
- **64** = Account paid in full, was a charge-off
- 71 = Account 30–59 days past the due date
- **78** = Account 60–89 days past the due date
- 80 = Account 90-119 days past the due date
- 82 = Account 120–149 days past the due date
- 83 = Account 150–179 days past the due date
- 84 = Account 180 days or more past the due date
- 97 = Unpaid balance reported as a loss (charge-off)

```
0.00
                0.00 CU Totals Code:
                                                        0 Use record in credit union totals
                0.00 Charge-off Date:
                0.00 Charge-off Type:
                0.00 Charge-off Amount:
                                                                                    0.00
                0.00 Last CR Reporting Date:
                                                                             10/31/2001
                0.00 Credit Reporting Code:
                0.00 Credit Report Comment:
                0.00 Credit Report Number:
                0.00 Credit Report Last Status:
                0.00 Credit Report Occurrence:
                0.00 Credit Report Consumer Info:
                0.00 Credit Report Compliance Info:
                0.00 Credit Rpt Consumer Date:
                     CR Original Amount Reported:
                                                                                    0.00
1 Update Activity Date 1042-S Unique Form ID:
                0.00 Amortization Schedule:
                0.00 Amortize Schd Type:
                                                                                  0 Local
                0.00 Call Item Schedule:
                0.00 Call Item Schd Type:
                                                                                  0 Local
                0.58 Put Item Schedule:
                      Put Item Schd Type:
                                                                                  0 Local
                   Unpaid Item Fee YTD:
                                                                                    0.00
                   O Unpaid Item Fee Lst Yr:
                                                                                    0.00
                   OD Item Fee YTD:
                                                                                    0.00
                                                                                    0.00
                      OD Item Fee Last Year:
                   0 Ext ACH Trnsfr In Daily Limit:
                                                                                    0.00
                   0 Ext ACH Trnsfr Out Daily Limit:
                                                                                    0.00
                      Member User Transfer Code:
                   O Corporate User Transfer Code:
                   0 Member Branch Support:
                                                                                    0 Off
                      Escrow Information:
                   0 Escrowed Loan ID:
                      Torrow YTD:
                                                                                    0.00
```

Unexpected Credit Reporting Code for a Share J222 Loan 0003 with a Zero or Positive Balance

Review processes that update the Credit Reporting Code field to 97. If there is a Charge-Off Date, keep it set to (0) Normal.

All hard-set Credit Reporting Codes should be reviewed each cycle.

Create a report to track hard-set Credit Reporting Codes.

- All loans and charged-off shares
- Credit Reporting Code not set to 0 or 1
- **Credit Report Occurrence** is less than seven years old

```
U.UU Occupancy
           3 Collected TTD.
        0.00 Property A

    de Ins Paid YTD:

                                                                     0.00 Property Ju
   agage Ins Paid Last Yr:
                                                                     0.00 Assessor P
Credit Reporting Information:
ECOA Code:
                                                    01 Individual (Verified) Pmt Bucke
Credit Reporting Code:
                                                                        0 Pmt Bucke
Credit Report Comment:
Credit Report Number:
Credit Report Last Status:
                                                                        0 Pmt Bucke
Credit Report Occurrence:
Credit Report Consumer Info:
Credit Rpt Consumer Date:
Credit Rpt Deferred Pmt Start:
Credit Report Compliance Info:
Credit Score Type:
                                                                        0 Billed Fee
Credit Score:
                                                                        0 Escrow Bu
Bureau Score Experian:
                                                                        0 Pmt Bucke
Bureau Score Equifax:
                                                                        0 Pmt Bucke
Bureau Score Transunion:
                                                                        0 Billed Fee
Original Risk Grade:
R Interest Type Indicator:
                                                                        V Pmt Bucke
  st CR Reporting Date:
    lighest Balance:
                                                                     0.00 Billed Fee
      nsfer Indicator:
                                                            0 Do not send Escrow Bu
         cer Name:
            ገate:
               'listory:
                                                                        B Billed Fee
```

Number of

Billed Fee

Escrow Bu

Pmt Bucke

Billed Fee

Escrow Bu

Pmt Bucke

Pmt Bucket

Escrow Bu

Pmt Bucke

Pmt Bucke

Pmt Bucket

B Escrow Bu **B** Pmt Bucke

Lease Reporting

Post Lease Charges and Balloon Amount

Loan Balance

Balloon Amount

Metro 2 Current Balance

\$50,000.00 Loan Balance

\$35,000.00 Balloon Amount

\$15,000.00 Metro 2 Current Balance



Post Lease Charges and Balloon Amount

\$10,000.00 Loan Balance (Post Lease Charges)

\$35,000.00 Balloon Amount

\$0.00 Metro 2 Current Balance

\$10,000.00 Loan Balance

\$0.00 Balloon Amount

\$10,000.00 Metro 2 Current Balance



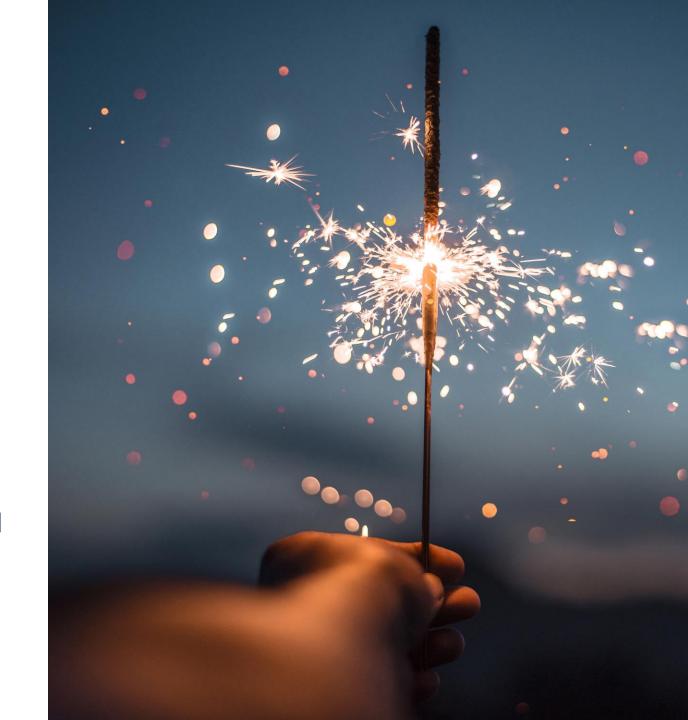
Symitar® Courses

Symitar® Courses

Symitar Lending: Unlocking the Secrets of Credit Reporting

Are you struggling with disputes? Or trying to figure out why your e-OSCAR® updates aren't retaining? This is the course for you.

Credit reporting is an ever-changing industry, and this module was designed to educate the learner on how Symitar® functions in relation to credit reporting.



Symitar® ISO 20022 Wires Update

Symitar ISO 20022 Wires Update

Core functionality is available with Release 2024.00

- Testing is highly recommended
- New parameter Wire Miscellaneous Parameters: Fed Format
- Testing the Symitar changes would be done in a test directory on your system and files can be uploaded or downloaded using the Federal Reserve's DIT2 test environment on FedLine Advantage®
- Any custom programming that refers to the Wire record (e.g., electronic receipts, reports, forms, letters, notices, and batch posting files) will likely need to be changed to support ISO wires
- WIRELIST PowerOn® is available on PowerOn Marketplace® to help identify custom specfiles that may need to be updated
- Federal Reserve migration date is July 14, 2025
 - 2/26/25: Released special service pack for 2024.01 to remove date trigger code for Fed
 Format parameter
- ISO 20022 Resource Center on For Clients Portal

2025.00 Symitar® Compliance Enhancements

- Data-Only Statement Provides Net Value for Total Fees This Period for Home Equity Loans
 - When generating the data-only statement, Field 6 (Total Fees This Period)
 is the sum of fees charged +/- fee adjustments when the following
 conditions are true:
 - Loan has a Loan Code of (1) Open End, (2) Line of Credit, or (6)
 Combination LOC.
 - 2.Loan has a **Collateral Code** that is on the *Home Equity Collateral Codes* list in the Statement Generation batch answers.
 - The calculation should be the same for these loans regardless of whether the Use Tabular Statement Format field is (0) No or (1) Yes.

Modifies Calculation of Seg 0 Payment on a SymChoice Loan™ with a Payment Calc Type

- Original code did not calculate the payment if a reamortization formula was used
 - Effective due date for the new payment was not being passed to the code so the calculation always failed
- This project resolves that issue and properly calculates the new payment in all conditions and for transactions posted via any channel

Provides SBA 1502 Reporting based on new specifications

- SBA announced in November with mandatory compliance by June 2025
 - Fewer Fields: Less data for you to enter with only 9 fields per loan instead of 16
 - Less Math: You enter the 100% portion, and the application calculates the guaranty

Update Regulation E Data and Logic Part III

 Updates Regulation E logic within the core to better use transaction data and clearly display information to cardholders.

Features on the Horizon

Upcoming Compliance Features

- RB.FINCEN Upates
 - Updates related to new/expanded file specification
- Tax Year 2025 IRS Updates and Forms Changes
- IRA Contributions Due to Federal Disaster
- Update default SEC Code for Originated Credit Transaction from PPD to WEB
- NAUPA
 - Format III

Upcoming Compliance Features

Simplification of Share Insurance Rules

- NCUA final rule simplifies the share insurance regulations by establishing a "trust accounts" category
- The new category will cover revocable trusts and irrevocable trusts deposits
- Effective date December 1, 2026

SBA 1502 Reporting Layout Changes

- SBA announced in November with mandatory compliance by June 2025
- JH is working to meet the deadline, but also hoping to get an extension

Industry Updates

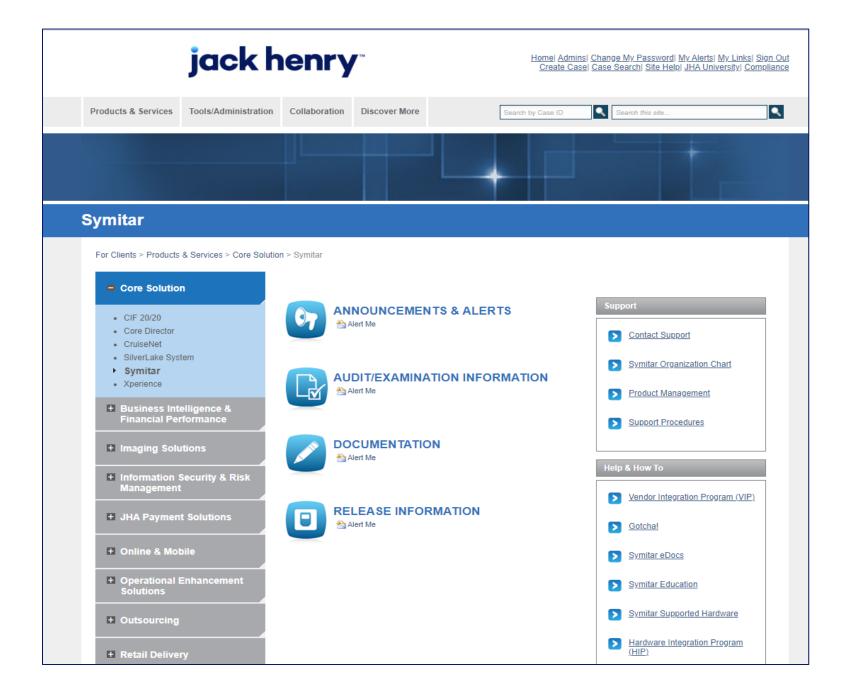
CUNA Mutual Name Change

- CUNA Mutual Group is now TruStage™
- To support the new branding, we created copies of the following PowerOn® Library specfiles:
 - RB.CUNA.MONTHLY.EXTRACT > RB.TRUSTAGE.MONTHLY.EXTRACT
 - RB.CUNA.MONTHLY.EXTRACT.2006 > RB.TRUSTAGE.MONTHLY.EXTRACT.06
 - RB.INS.PARTICIPATION.CUNAMUTUAL > RB.INS.PARTICIPATION.TRUSTAGE
- The CUNA-branded versions of these specfiles will be removed in Symitar® Release 2025.00

Note: Additional brand name changes are being made to edit runs on a client-by-client basis. Credit unions that have CUNA-branded speciiles will be contacted by Jack Henry to facilitate this effort.

2025 Final Rules Calendar

For Clients Portal



2025 Final Rule

HMDA Threshold

01/01/2025

Regulation Z Threshold Adjustments

01/01/2025

Fair Credit Reporting Act Disclosures Annual Adjustment

01/01/2025

Regulation M Threshold Adjustments

01/01/2025

Regulation Z (credit cards, HOEPA, qualified mortgages)

01/01/2025

Appraisals for Higher-Priced Mortgage Loans Exemption Threshold Adjustments

01/01/2025

2025 Final Rule

Required Rulemaking on Personal Financial Data Rights

01/17/2025

Prohibition on Creditors and Consumer Reporting Agencies Concerning Medical Information

03/17/2025

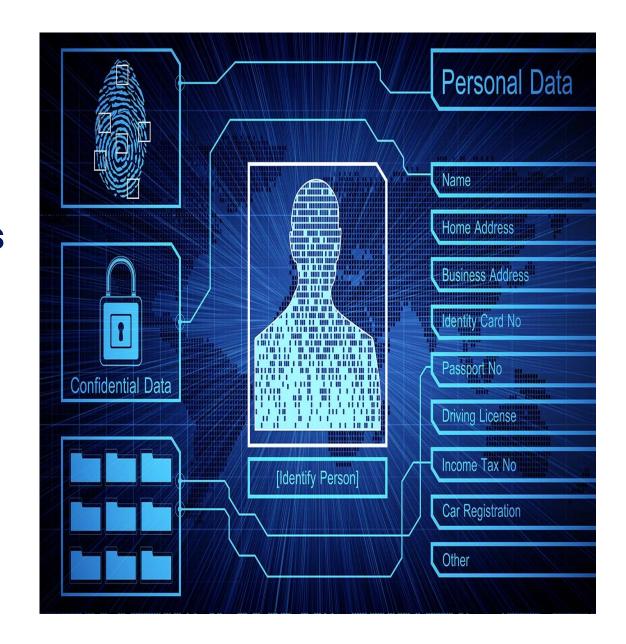
Regulation E and Z-Overdraft Lending: Very Large Financial Institutions

10/01/2025



Personal Financial Data Rights

- Facilitate open banking by requiring data providers to grant access to covered data to consumers and third parties that consumers authorized to access their data
- Effective: 01/17/2025
- Compliance date: 04/01/2026, 2027, 2028, 2029, 2030



Compliance Resources

Symitar® Compliance Resources

Symitar Regulatory
News Report



Subscribe Symitar Regulatory News Report

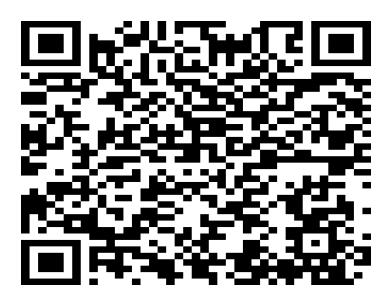


Compliance Town Hall Archive

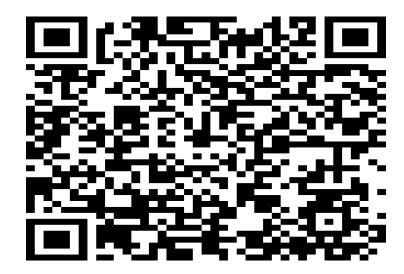


Jack Henry™ Compliance Resources

Symitar® Release Information



Regulatory Compliance Calendar



Jack Henry™ Compliance Resources

<u>Audit/Examination for Symitar</u>®

Audit/Examination for other JHA

Vendor Management







Upcoming Symitar® Quarterly Town Halls

June 18, 2025 September 17, 2025 December 3, 2025

Questions?



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