

Eastern Regional Conference on Reaching Unbanked People

**Featuring the
EZ Home Improvement Loan**

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Agenda

- Origin of loan programs
- Product Parameters
- Results
- Contact Information

Origin

- Citizens Credo: Customer ◆ Colleagues ◆ Community
- Town Hall meeting feedback
 - Rent-to-own, check cashing shops
 - Home Improvement
- 2003 Product Created

Product Parameters

EZ Home Improvement Loan

- A fixed rate **unsecured** loan where proceeds must be used for Home Improvements (receipts not required)
- No fees or closing costs
- Borrower must own the home

Eligibility

Borrower must meet one of the following criteria:

- Income is below 80% of the HUD Median Income
- Home is located in a CRA designated area

Examples:

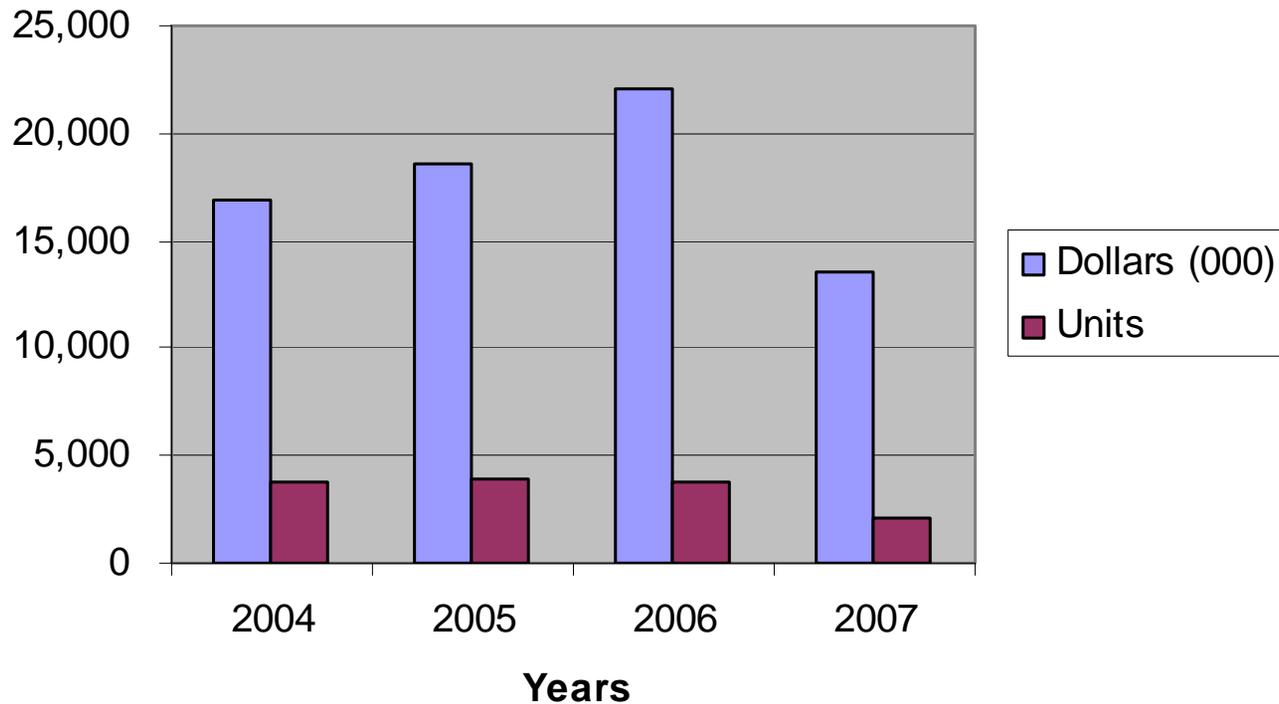
- Gutters, decks, carpeting, bathroom remodel etc.

EZ Home Improvement Loan

Features	Option 1	Option 2
Loan Amount	○ \$1,000	○ Min \$1,000 ○ Max \$10,000
Loan Term	○ Min. Term 12 months ○ Max. Term 36 months	○ Min. Term 12 months ○ Max Term 84 months
Interest Rate	○ 1% APR Fixed <i>Note: 1% APR loans require auto-debited payments from a Citizens' checking or savings account (Charter One account where applicable)</i>	○ 6.5% APR Fixed
Maximum DTI	○ 45%	○ 45%
Minimum Credit Score	○ 620	○ 620

Results

EZ Home Improvement Loan



Default Rate

2004 - .01% of volume

2005 - .04% of volume

2006 - .03% of volume*

2007 - .04% of volume*

* includes Winterization Loan

Product Parameters

Winterization Loan

- A fixed rate **unsecured** loan created in response to high energy costs.
- Assists homeowners with weatherizing their home in an effort to conserve energy.
- Borrower must own home.

Examples

- Insulation, roof, installing storm windows and doors, upgrading furnace or home heating system.

Availability

- Through our branch delivery system
- Contacting (888)304-5400

Winterization Loan

Features	Description
Loan Amount	<ul style="list-style-type: none"> ○ \$1,000 minimum ○ \$10,000 maximum
Loan Term	<ul style="list-style-type: none"> ○ 12 months minimum ○ 84 months maximum
Interest Rate	<ul style="list-style-type: none"> ○ 1% APR for loan amounts between \$1,000 and \$3,000 ○ 3% APR for loan amounts between \$3001 and \$10,000 ○ Fixed rate, simple interest <p><i>Note: 1% APR loans require auto-debited payments from a Citizens' checking or savings account (Charter One account where applicable)</i></p>
Maximum DTI	○ 45%
Minimum Credit Score	○ 620