



CF MID-SASK Business Loan Application Decision Process & Redress Policy

Loan Inquiry: Please contact our office to discuss your business financing needs. Our General Manager is happy to assist you with your inquiry: 1.888.929.9990 or info@midsask.ca.

Loan Application:

Working with our General Manager, each loan applicant is required to complete the following:

- Loan Application
- Business Plan and
- Cash Flow Projection Worksheet

(These documents can be found on the CF Mid-Sask website: (<http://cfsask.ca/mid-sask/mid-sask-services>))

Loan Committee Meeting:

When all required documents have been submitted to our office, a Loan Committee meeting will be called. The Loan Committee makes approval and decline decisions on Loan Applications in the CF Mid-Sask region.

Loan Document Preparation, Signing & Security Registration:

If approved, the General Manager and your lawyer (if required) will work to prepare loan documentation, consult with you during the signing process, and register any security required.

Loan Fund Disbursement:

Once the loan conditions have been met and security is registered, funds will be disbursed.

Loan Monitoring:

CF Mid-Sask encourages clients to participate in business training sessions.

CF MID-SASK

Business Loan Application

Decision Process & Redress Policy

REDRESS: Application for Financial Assistance

Financial assistance from the Mid Sask CF must necessarily reflect a degree of caution but concurrently must also reflect a sincere willingness to promote those activities, marginal or otherwise, that contribute to corporate goals and objectives relative to the provision of long-term stable employment opportunities. The process of financial assistance shall emphasize efficiency of time, information/documentation and approval.

The procedures to apply would be as follows:

- Potential client contacts Mid Sask CF and sets up an appointment with the General Manager or designated employee;
- Client attends interview to determine whether proposal fits lending guidelines;
- Client completes application, business plan and supporting financial documents. The Mid Sask CF will assist if desired;
- Application goes before the Mid Sask CF Credit Committee, which meets via conference call. An application will be approved, turned down or tabled pending further information by the members of the Credit Committee – terms and conditions are set forth by the Committee;
- The applicant will be notified by letter of the decision. If the applicant is approved, the terms and conditions of the loan will be outlined in the letter;
- If the application is declined a letter stating the decision is required and all applicants have the right to formalize a letter appealing the decision to the Mid Sask CF Board of Directors as a whole;
- Should the applicant not be satisfied with the Board of Directors' redress decision, the applicant can officially send a Letter of Redress to an outside organization, specifically the Community Futures of Saskatchewan Board of Directors, for their review. The CFS Board is only reviewing the process of the loan review and does not have any authority to overturn the CF Board of Directors' decision. The CFS Board is expected to provide a written copy of the recommendation set forth prior to sending the client a formal letter stating recommendations. (See REDRESS POLICY OF CFS BOARD OF DIRECTORS).
- Upon receipt of the applicant's written acceptance of the terms of the loan as outlined, funds will be released to the applicant upon completion and registration of the loan documentation and security instruments; and
- Depending upon the completeness of the application, the procedure should be completed within a reasonable time frame.

REDRESS POLICY: Community Futures Saskatchewan Investment Pool (CFSIP) Review Committee
Clients of the Mid Sask CF whom are not satisfied with the loan decision of the Mid Sask CF's Board of Directors shall be given the opportunity to have the process and procedures of their application reviewed with the CFSIP Review Committee. The decision of this Committee is not binding on Mid Sask CF. The intention is to provide recommendations and 'lessons learned' from the loan decision appeal review in hopes to develop best practices for assessing and approving investment applications and for dispute resolution.

of the Committee's recommendations.

c. Any additional documentation provided for, and the written results of the initial appeal of the decision at the local CF organization level.

The Process for this review is:

COMMITTEE DUTIES AND RESPONSIBILITIES:

The CFSIP Review Committee shall when in receipt of a letter of appeal from a Mid Sask CF client:

- Review the appeal of loan decisions made by Saskatchewan Community Futures organizations that have been first reviewed and then referred to the Committee by the CF organization whose decision is under appeal. Following a review of the appeal, the Committee shall provide clear, non-binding recommendations to the appellant and the referring CF organization as to whether the CF organization's loan decision should be:

1. Upheld

2. Amended, including recommendations as to the specific amendments. The Committee will strive to provide the appellant and the referring CF organization with its recommendations within 15 business days of receiving all of the following:

- a. Notice of Appeal

- b. A copy of the documentation, i.e. loan assessment, provided to and the decision made by the original lending decision authority with the Saskatchewan CF organization. All documentation received for the purpose of the appeal shall be returned to the referring CF organization following the provision

- It is the request of the Mid Sask CF Board of Directors that all decisions of the Committee be provided by email to the General Manager at russmcperson@midsask.ca and the Chairperson the day prior to any decision going to the appellant. The appellant is still the customer of the Mid Sask CF and it is essential to maintain a good working relationship with them.

- Provide to Saskatchewan CF organizations recommendations and lessons learned from loan decision appeal reviews regarding best practices for assessing and approving investment applications and for dispute resolution.

- Maintain complete confidentiality of all activities of the Committee.