

Loan Appeal and Redress Policy

All requests for redress on a loan decision must be put in writing and submitted to the appropriate review body, with supporting documents, within five (5) business days of the applicant being made aware of the decision. The loan must have met the following requirements:

- Will be operating in the Pacific Northwest boundaries,
- Is deemed a viable business opportunity as determined by usual standards,
- Will create or maintain employment within the region.

When the loan has met these requirements, the grounds for appeal are limited to:

1. One or more of the decision-makers was in an undisclosed conflict of interest position,
2. One or more of the decision-makers holds a known prejudice or biased opinions of an identified group, and this directly affected the final decision,
3. Staff misrepresented the business plan to the Committee or the Board.

An individual resubmitting their loan requests with revisions may not appeal the original decision.

Syndicated loans are not governed under this policy.

The appeal process for loans \$10,000 and under

The Loans Committee will review redress requests of refused loan applications for \$10,000 or less at a specially convened meeting. It is the full responsibility of the individual seeking redress to complete the process as outlined.

The process required:

1. The redress application is to be sealed in an envelope and marked "Confidential: Loan Redress c/o Loans Committee Chair,"
2. The Loans Committee Chair, with the assistance of the Business Development Officer, shall provide the information to the Loans Committee members seven (7) days in advance of the meeting,
3. The Loans Committee will meet in-camera, without the General Manager and Business Development Officer, to review and discuss the redress application. They may convene another meeting if additional information is required before making a decision,
4. The Loans Committee will provide their written rationale to the General Manager,

5. With the General Manager's assistance, the Loans Committee Chair will arrange to meet with the applicant within five (5) business days to discuss the outcome and provide written documentation of the decision,
6. The decision of the Loans Committee is final.

Should there be follow-up required with an employee, the Loans Committee will refer that portion of the matter to the Human Resources Committee.

Appeal process for loans \$10,000 - \$150,000

The Board of Directors of Community Futures of the Pacific Northwest will review redress requests of refused loan applications for \$10,000 up to \$150,000. If time is of the essence, a Special Meeting may be called; otherwise, the loan redress will take place at a regularly convened Board meeting. It is the full responsibility of the individual seeking redress to complete the process as outlined.

The process required:

1. The redress application is to be marked "Confidential: Loan Redress c/o Board Chair,"
2. The Chair, with the assistance of the Administrative Assistant, shall arrange for a Special Meeting of the Board, or shall choose to include the loan redress in the next regularly convened Board Meeting package,
3. The Chair, with the assistance of the General Manager and Business Development Officer, shall provide the information to the board of directors 7 (seven) days in advance of the meeting,
4. The Board of Directors will meet in-camera, without the Loans Committee chair and staff, to review and discuss the redress application. They may convene another meeting if additional information is required before making a decision,
5. The Board of Directors will provide their written rationale to the General Manager and Loans Committee Chair,
6. With the General Manager's assistance, the Board Chair will arrange to meet with the applicant within five (5) business days to discuss the outcome and provide written documentation of the decision,
7. The decision of the Board of Directors is final.

The appeal process for loans over \$150,000

An independent Redress Review Committee, consisting of Northern BC Trade and Finance Group, comprised of the general managers from all nine Community Futures Development Corporations in the north, shall review appeals for loans over \$150,000. It is the full responsibility of the individual seeking redress to complete the process as outlined.

The process shall be:

1. The redress application is to be marked "Confidential: Loan Redress c/o Redress Review Committee,"
2. The General Manager will call a meeting of the Redress Review Committee; committee members shall receive a copy of the redress application a minimum of seven (7) days prior to the set date of the meetings,
3. The Redress Review Committee will meet at the agreed date and time to review the redress application:
 - The members of the Redress Review Committee (RRC) will select a Chair for the meeting from the members,
 - The members of the RRC will review and discuss the redress application. They may convene another meeting if additional information is required before making a decision,
 - The RRC will provide their written rationale to the General Manager and Board Chair.
 - With the General Manager's assistance, the Board Chair will arrange to meet with the applicant within five (5) business days to discuss the outcome and provide written documentation of the decision.
4. The decision of the Redress Review Committee is final.