

Client Decline and Appeals

The CF Staff will:

- A.** Advise the applicant by email and letter the reason(s) for decline.
- B.** Maintain copies of the letter of rejection, the original business plan, and other associated documents on file if the originals are returned to the applicant.
- C.** The notice of decline will outline the local appeal / redress process:
 - a.** Applicant(s) may seek redress or appeal of a credit related decision within seven (7) days of receipt of the notice of decline.
 - b.** Applicants must provide a notice of appeal in writing and include a rational for the appeal.
 - c.** Notices of appeals are to be addressed and directed to the Board of Directors of Community Futures Lac La Biche for consideration and/or possible redress.
- D.** The applicant may appeal the decision of the IRC (Investment Review Committee) based on the following:
 - a.** There was significant error in the formal process.
 - b.** Clear evidence of a conflict of interest.
 - c.** Significant new evidence that was not available at the time of first loan review.
- E.** Upon receipt of the notice of appeal, and within a reasonable time frame, the Executive Director, Chair of the Board of Directors, and Chair of the Investment Review Committee will analyze the information presented for all information that is materially different than the original loan application. Once a full and thorough review by the Board Chair, IRC Chair and Executive Director has been completed, a recommendation for the Board of Directors' consideration will be completed.
- F.** By way of motion, the Board of Directors will approve or decline the appeal for loan.
- G.** The Executive Director will communicate the decision of the Board of Directors. No additional rational or written explanation is required.
- H.** If the Local CF Board declines the credit application on Appeal, the Applicant(s) may seek redress or appeal of that credit decision within seven (7) days of receipt of the notice of decline according to the External Appeal process to the Community Futures Network of Alberta (CFNA).
- I.** The notice of decline of appeal will outline the External Appeal / redress process:

- a.** All applicants must provide a notice of appeal in writing and include a rationale for the appeal.
- b.** Upon receipt of the notice of appeal, and within a reasonable time frame, the CFNA will task a third party to analyze the information presented for all information that is materially different than the original loan application and to determine if any policies / procedures were not followed. Once a full and thorough review has been completed, and within five (5) days of the decision, a written report will be provided for the Community Futures Lac La Biche Board of Directors' consideration.
- c.** The Chair of the Board will provide the Appellant (client) with a written response outlining the Board of Directors final decision on the appeal through this External Appeal process.