

## **MLP Program Follow-up with Loan Applicants**

### **Instructions**

- 1) Upon completion of the signing of an MLP loan at the bank and payoff of the predatory or emergency loan, the coordinators should check back with the applicant prior to their first payment date. This can be just a brief phone call with words of encouragement. Future periodic phone calls should be made at least every other month.
- 2) When a monthly payment is missed, Louise will contact the coordinator and ask he/she to follow-up the friend/neighbor to assess the problem.
- 3) If a second payment is missed the coordinator should schedule a home visit to discuss the situation. A new monthly budget should be filled out during this visit to establish current income and expenses. PLEASE REFER TO “WHAT TO DO IF THERE ARE 2 OR MORE DELINQUENT PAYMENTS” AND THE “DELINQUENCY REPAYMENT GUIDELINES” DOCUMENTS ON THE MLP WEBPAGE.
- 4) The follow up form is available on the MLP webpage as a downloadable word document for use by any of our coordinators.
- 5) Whenever a coordinator conducts follow-up with a loan recipient, a brief summary of that conversation should be entered on the form. The coordinator will then upload the completed form to the MLP database and attach it to the applicant’s history record.
- 6) This information will be useful in future analysis of loans – for better practices and lessons learned.