

LMS Request for Information

To be used when deciding which LMS is the right fit for your business.



General Information	LoanPro	Option 2	Option 3
Do you provide access to the application database?	Yes		
Do you provide API access?	Yes		
Is your application built on its own API?	Yes		
Do you provide API documentation?	Yes, view documentation		
Is your application cloud-native?	Yes		
Which cloud are you built on (e.g. AWS, Azure)?	AWS		
Do you offer a cloud environment that's dedicated to a single tenant/customer?	Yes		
Does your application architecture scale on-the-fly?	Yes		

Reporting	LoanPro	Option 2	Option 3
Are all data elements within the system reportable?	Yes, anything that is stored in the system can be pulled via a UI report, Custom Query, API, or direct database access.		
Are standard reports available with the system?	Yes, LoanPro provides many native reports . These are categorized in 4 different sections, Servicing, Transactions History, Forecasted, and Administration.		
Does the system provide report delivery options?	Yes, all reports are available in the UI, .csv download, or via the API. Reports can also be scheduled .		
Ability to export reports into CSV, Excel, PDF, etc?	Yes, reports are exportable via .csv		
Does the reporting engine contain any timing restrictions? (i.e. to manage real-time call queues)	No, it does not. Prior to reports running we will add any applicable loans to the top of daily maintenance allowing them to be always live and accurate.		

Compliance	LoanPro	Option 2	Option 3
Describe Credit Reporting Process, including specific special status scenarios above (SCRA, Settlement, modified loan, loan sale, servicing transfer, deceased, disputed), checks in system to confirm accuracy of data reported from Servicing system, frequency of automated reporting.	We offer a credit reporting tool . We don't natively provide Metro2 reporting, but LoanPro will change reporting status automatically based on the status of a loan.		
Does the solution support processes to manage cases such as Bankruptcy, SCRA, Dispute, and Deceased cases?	Yes, we have fully configured Bankruptcy , SCRA , Dispute , and Deceased processes that can be changed to fit any client's needs.		
Does the solution support processes for Complaint Management - workflows and reporting for capturing complaints?	Yes - We have a fully configured complaints process that can be changed to fit any client's needs.		
Is the vendor PCI DSS compliant?	Yes		
Does the application comply with and support compliance with consumer data protection laws like CCPA and GDPR?	Yes - We make it easy for clients to find PII stored for a customer, to send the customer a list of PII, or to delete the PII . We also make it easy to track customers who have opted out of having their data sold.		

System Configurations	LoanPro	Option 2	Option 3
Does the system support tracking physical locations, terminals, and cash drawers?	Yes - Our Source Company functionality supports multiple locations, each with its own set of cash drawers.		
Does the system have the ability to configure custom repayment schedules (e.g. different payment amounts, interest rates, etc.)?	Yes - Our Schedule Roll tool lets you customize the repayment schedule. Create a Schedule Roll .		
Does the solution support multiple configurable interest rate parameters in the method to accrue interest? (360 vs 365 days etc.)	Yes - There are settings to specify how interest is calculated, how early or late payments affect interest, and the order in which payments will apply to interest.		
Does the solution support the ability to retroactively charge/not-charge or modify on settled loans or interest existing interest rates?	Yes - Interest can be started or stopped at any point on a loan.		
Does the solution support multiple loan types that can be serviced with existing functionality: 2nd mortgages, Auto loans, collateralized loans (including bridge loans), BNPL or POS?	Yes - Lenders can set up multiple products of multiple loan types in LoanPro.		

API & Integrations	LoanPro	Option 2	Option 3
Does solution provide APIs that are available to create custom integrations?	Yes - LoanPro is built completely on its own rest API .		
Are there any API limitations or governor limits? (i.e. batch vs. rest)	Yes - We have a rest API, which gives access to loan, user, and reporting functions. There is no access to adjust company settings or user access via the API. Company settings configuration and User access should be managed through the UI.		
Is data in-transit encrypted utilizing AES256 protocol?	Yes - We specifically use TLS 1.3, which utilizes AES256.		
Do lenders have the ability to develop our own integration to any custom CRM system?	Yes - This can be done, but lenders must create middleware that is integrated with both the CRM and LoanPro applications.		
Are lenders able to develop our own UI on top of the solution using Providers APIs?	Yes - We have had customers and partners do this in the past.		

Support and Communication	LoanPro	Option 2	Option 3
Does the Provider have a holiday, weekend, and after-hour escalation process?	Yes - We offer 24x7 support.		
Does the provider have a standard system upgrade/enhancement schedule?	Yes - We do 4 Quarterly Major releases each year, and have minor releases through the year. These are scheduled in advance and can be viewed on https://status-loanpro.simnang.com/		
Does the Provider have a process/structure to evaluate and test system changes that impact API integrations prior to production release?	Yes - We have a full QA process, a user acceptance testing process, and a policy that, whenever possible, changes to the API will be backwards compatible.		