

Appeal Process

Any applicant whose application has been declined either at the Staff level or at the Business Loans Committee level has the right to appeal that decision. The client will be informed of the decision to decline, in writing, outlining the reasons for denial and informing the client of the appeal process. The process for appeal is as follows:

When the applicant wishes to appeal a Committee or Staff decision, the applicant shall in writing within 30 days of the date of denial, request an appeal and provide any additional information, which could be used in the consideration of the appeal to the General Manager.

The General Manager shall review the additional information provided and forward the applicant's appeal, additional information provided together with the original application and recommendation to the Business Loans Committee for their re-consideration. When the Business Loans Committee receives an appeal, they will review and consider all information received, and discuss the matter with the General Manager.

Should the Business Loans Committee decide to reverse the decision based on the information provided, their decision will be forwarded to the applicant in writing. Should the Business Loans Committee decide the appeal is not warranted their decision will be forwarded to the applicant in writing, explaining the reasons for denial.

In the case where the client does not agree with the decision of the Business Loans Committee, the client has the right of appeal to the Loans Appeal Committee. The client may provide further information if available.

The Loans Appeal Committee will review the entire Loan file, and then meet with the Business Analyst, the General Manager and the Loans Committee to discuss the appeal and original reasons for declining the loan.

The Client will be informed of the Appeals Committee decision in writing. If the loan is declined at this stage, the client will be advised of the final level of appeal.

NOTE: The client must provide written permission for CF- Nadina to share ALL information relevant to the loan application including staff and committee notes comments and opinions, credit reports, documents and observations, with the Northern Trade & Finance Group.

For appeals above the Loans Appeal Committee level, CF-Nadina will utilize the Appeals section of the Northern BC Trade and Finance Group. Written appeal requests will be posted to the Appeals section of the Northern BC Trade and Finance Group forum by the lead CF where the other 8 participating CFs will be able to review the appeal request and provide their decision. The decision of this appeal will be provided to the lead CF for contact with the client.

Should the N-BC-T&F G determine the Loan is worthy of consideration, they will present their reasons to the BA and GM and discuss the matter. CF- Nadina is the sole decision maker as to whether or not to approve the loan. Should CF-Nadina still decline to approve the loan, any member of the N-BC-T&F G may make the loan if they wish to do so, if the client agrees.