



# TURNKEY LENDER STANDARD PLATFORM

Feature Overview v.7.8

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# What You Get with the Standard TurnKey Lender Platform Edition

The mission behind TurnKey Lender is the global democratization of credit, for both borrowers and lenders alike. And in the effort to make e-lending as easy as modern online commerce, TurnKey Lender created the award-winning Standard Edition of its software. The TurnKey Lender Standard Platform makes lending automation plug-and-play, or as we prefer it - turn-key.

The Standard Edition is an end-to-end lending infrastructure that comes built-in with all the modules, calculations and features most businesses will need to start, run, and scale their lending operations.

**Separate editions of TurnKey Lender are tailored to the needs of different lenders including:**



## Traditional creditors

Banks and credit unions



## Embedded lenders

Equipment manufacturers, retailers, medical professionals, auto dealers, etc.



## Alternative lenders

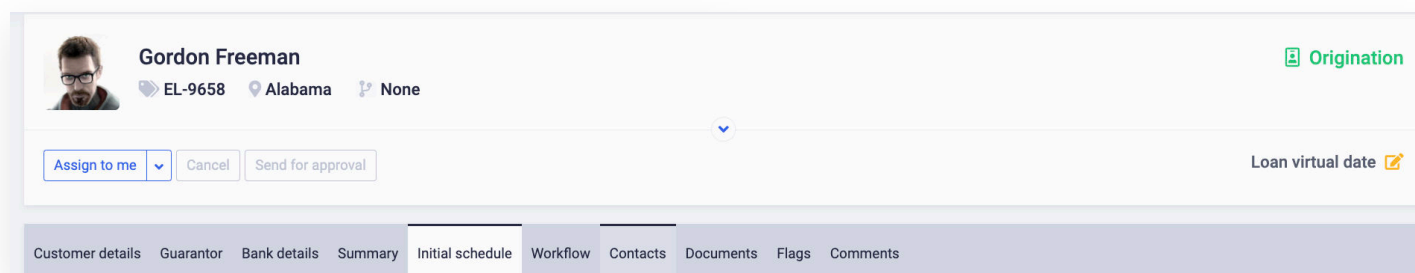
Micro lenders, digital, P2P lenders

For businesses that need custom and unique lending processes automation there is the Enterprise Edition. TurnKey Lender Enterprise is a custom solution with a set of extra flexible and powerful bank-grade tools capable of automating lending flows and decision logics of any complexity.

In this document we will cover what you get with the TurnKey Lender Standard Edition. So, let's dig right in to what you get.

# TurnKey Lender Standard Features Overview – How the Platform Works

TurnKey Lender is an integrated platform with dedicated permission-based workplaces that have features tailored to the needs of different types of users that interact with or work in a lending business.



## Loan Origination Workspace

The Loan Origination Workspace in TurnKey Lender includes the functionality for loan application creation, terms and schedule management, as well as bank and contact details collection. The fully configurable loan application process allows for creation of custom application flows, dictionaries, and loan offers, as well as supports disclaimers and document templates management.

As is necessary for the lending space, loan origination in TurnKey Lender ties in natively with Underwriting and Credit Decisions, transferring data between the workplaces and other employees. This allows for one to make accurate loan decisions powered by AI instantly where other software providers still require manual analysis and requires days of work time on each application.

## AI-Driven Decision Engine

TurnKey Lender's award-winning Decision Engine uses self-learning algorithms and deep neural networks to process both alternative and conventional risk assessment data and make a fully automatic loan decision or to provide an underwriting specialist with the in-depth analysis results at a glance. This allows lenders to streamline and fully automate their credit processing and achieve almost instant loan decisions.

The platform comes with pre-configured scoring models that best reflect the local and business vertical requirements and decision rules which allow lenders to make automatic loan decisions be it approval, rejection, or further data gathering. At the same time, lenders can configure their own scoring model and edit decision rules to reflect upon individual credit policies.

The data TurnKey Lender clients most commonly use in borrower evaluation which is readily available in the Decision Engine include:

- Loan Application
- Credit Bureau Data
- Anti-fraud Checks
- Bank Statement Scoring
- Cyber Security Check
- Blacklists Check
- Geolocation Check
- Web Activity/behavior Check

With traditional credit scoring methods becoming insufficient, TurnKey Lender pioneers' application of new approaches to borrower evaluation like **Bank Statement Scoring** and **Psychometrics**.

## Risk Evaluation

In many business cases, lenders need to have a credit committee or several levels of loan approval in place. This functionality is ready-to-use out of the box in TurnKey Lender and can be enabled instantly on a credit product level.

Lenders can turn on and use the optional pre-configured Risk Evaluation Workplace which will receive the loan applications between Origination and Underwriting. Back-office users permitted to work in this workplace will analyze the application data and system decisions to make preliminary credit decisions.

# Underwriting

The Underwriting Workspace of TurnKey Lender includes functionality for in-depth risk scoring, borrower evaluation, decision rules checks, loan agreement generation, loan offer management, and more. This workplace is designed in an intuitive way to present the maximum amount of credit scoring data on a single screen and to allow underwriters to make informed loan decisions in a matter of seconds.

TurnKey Lender then aggregates all the data your instance has access to internally and through integrations to come up with a single creditworthiness metric that lenders can see at the very top of their workspace. Applications can be assigned to employees, moved back to Origination, commented on, and analyzed in every possible detail by the employee.

The screenshot displays the TurnKey Lender Underwriting Workspace. On the left, a table lists applications with columns for ID, Created, Rating, Name, Amount (\$), Wait, and Status. The main area shows a detailed view for application EL-23456, including a decision summary (Overall creditworthiness: Confident), a creditworthiness breakdown by check type (Application, Anti-fraud, Geolocation, Cyber security, Web activity/Behavior, Credit bureau, Bank account), and various risk metrics like Probability of default and Odds (Good:Bad).

ID	Created	Rating	Name	Amount (\$)	Wait	Status
EL-3456	13/22/2021	3.5	Eughen Bogisich	24,000	11d	🔄
EL-3456	12/21/2021	4.5	Eughen Wuckert	24,100	11d	🔄
EL-3456	15/26/2021	4	Eughen Horushchenko	24,100	11d	🔄
EL-3456	12/26/2024	5	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/22/2020	1	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/21/2021	3	Eughen Naymov	24,100	11d	🔄
EL-3456	11/21/2020	3.5	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/21/2021	5	Eughen Bogisich	24,100	11d	🔄
EL-3456	11/21/2021	5	Eughen Horushchenko	24,100	11d	🔄
EL-3456	11/12/2020	5	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/21/2020	5	Eughen Bogisich	24,100	11d	🔄
EL-3456	11/12/2020	5	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/12/2020	5	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/21/2020	5	Eughen Hyatt	24,100	11d	🔄
EL-3456	11/21/2020	5	Eughen Bogisich	24,100	11d	🔄

**Application EL-23456 Details:**

- Decision Summary:** Overall creditworthiness: Confident. System decision: Refer. Underwriter decision: Approved. Decision maker: Kateryna Gorushchenko. Date: 12/09/2020 12:34 PM.
- Creditworthiness Breakdown:**
  - Application check:** Scoring Approved (710). Probability of default: 0.74%. Risk level: Low. Odds (Good:Bad): 134:1. Risk segment: Taret client. Recommended decision: Application analysis indicates a low credit risk.
  - Anti-fraud check:** Business rules Approved (11, 12).
  - Geolocation check:** Business rules Approved (11, 12, 11, 10).
  - Cyber security check:** Thread level Approved (790). Poxy detected: false. Crawler detected: false. Tor detected: false.
  - Web activity/Behavior check:** Business rules Approved (11, 12, 11, 10).
  - Credit bureau check:** Scoring Approved (900).
  - Bank account check:** Scoring Approved (720). Probability of default: 0.72%. Risk level: Low. Odds (Good:Bad): 134:1. Risk segment: Taret client. Recommended decision: Application analysis indicates a low credit risk.



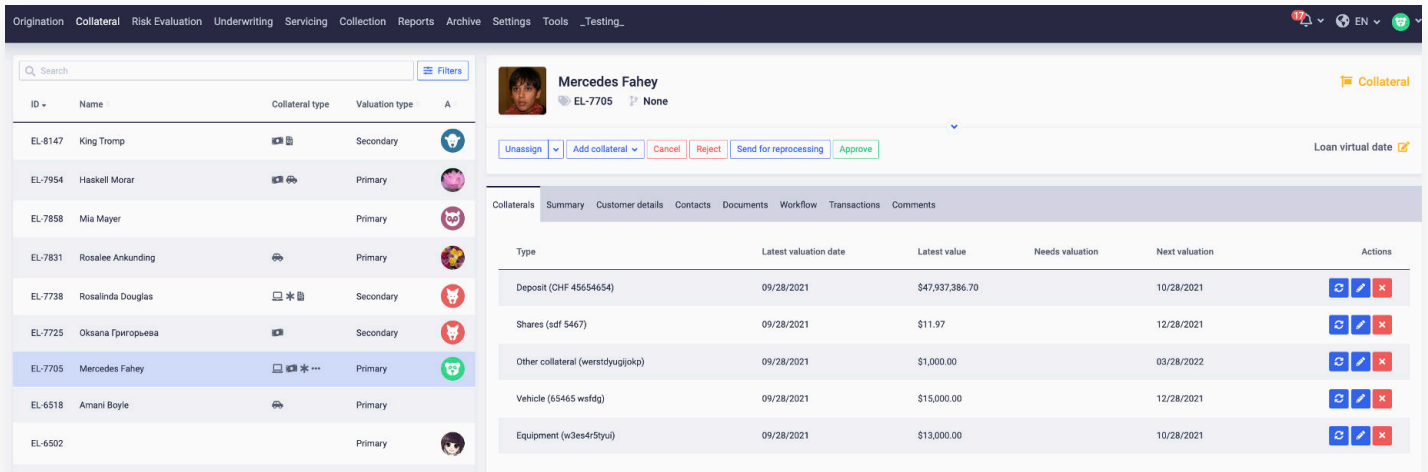
# Collateral Management

If your business works with secured loans, your TurnKey Lender Standard Edition will come with a fully functional Collateral workplace where all the operations with collateral assets are carried out in.

As a Collateral Officer, you can see all the applications for secured loans at first glance inside your Workplace. To start working with one of them, you select it from the list on the left and assign it to yourself. Or if you're a Manager, you can assign it to other employees here.

## The Collateral Officer in charge of the loan application can:

- Evaluate new collateral assets
- Reevaluate existing collateral assets
- Add and create documents about the collateral asset both as a staff member and as a borrower
- Edit existing collateral assets
- Delete collateral assets



Type	Latest valuation date	Latest value	Needs valuation	Next valuation	Actions
Deposit (CHF 45654654)	09/28/2021	\$47,937,386.70		10/28/2021	[Refresh] [Edit] [Delete]
Shares (sdf 5467)	09/28/2021	\$11.97		12/28/2021	[Refresh] [Edit] [Delete]
Other collateral (werstodyugjokp)	09/28/2021	\$1,000.00		03/28/2022	[Refresh] [Edit] [Delete]
Vehicle (65465 wsfdg)	09/28/2021	\$15,000.00		12/28/2021	[Refresh] [Edit] [Delete]
Equipment (w3es4r5tyui)	09/28/2021	\$13,000.00		10/28/2021	[Refresh] [Edit] [Delete]

# Loan Servicing

The Loan Servicing module in TurnKey Lender encompasses all the activities related to loan management post loan approval. Loan managers or servicing officers use this module to manage loans' schedules, charge installments manually, implement loan modifications, rollovers, grace periods, restructure loans, communicate to borrowers directly from the dashboard, and more.

The screenshot shows the 'Collection' module of the TurnKey Lender interface. On the left, a table lists various loans with columns for ID, Name, Disbursed date, and Amount. The loan for Raul Boyer (ID: EL-10745) is highlighted. On the right, a detailed view for Raul Boyer is shown, including his profile picture, name, ID (EL-10745), location (Kentucky), and status (None). Below this, there are tabs for Summary, Customer details, Bank details, Payments, Rescheduling, Transactions, Contacts, Credit bureau, Documents, Promise to pay, Workflow, Flags, Map, and Comments. A 'Pre-approval fee: \$0.21' is noted. A table below shows the payment schedule with columns for #, Date, Total, Principal, Interest, Fee, Close date, Status, and Cash flow. The first row shows a payment of \$0.21 on 03/21/2022, which was 'Paid early'. Subsequent rows show scheduled payments of \$135.61 on 04/04/2022, 04/18/2022, 05/02/2022, 05/16/2022, and 05/30/2022.

## Loan Collection

The Debt collection module allows for efficient management of loans' collections with AI-driven collection priority, delinquency buckets, configurable collection strategies, and conversation scripts.

Collections is another workplace where we apply our proprietary AI. In this workplace, the machine learning algorithms learn to evaluate the borrower base of a lender and evaluate the collectability of each loan to help the staff pursue the right approaches with each borrower.

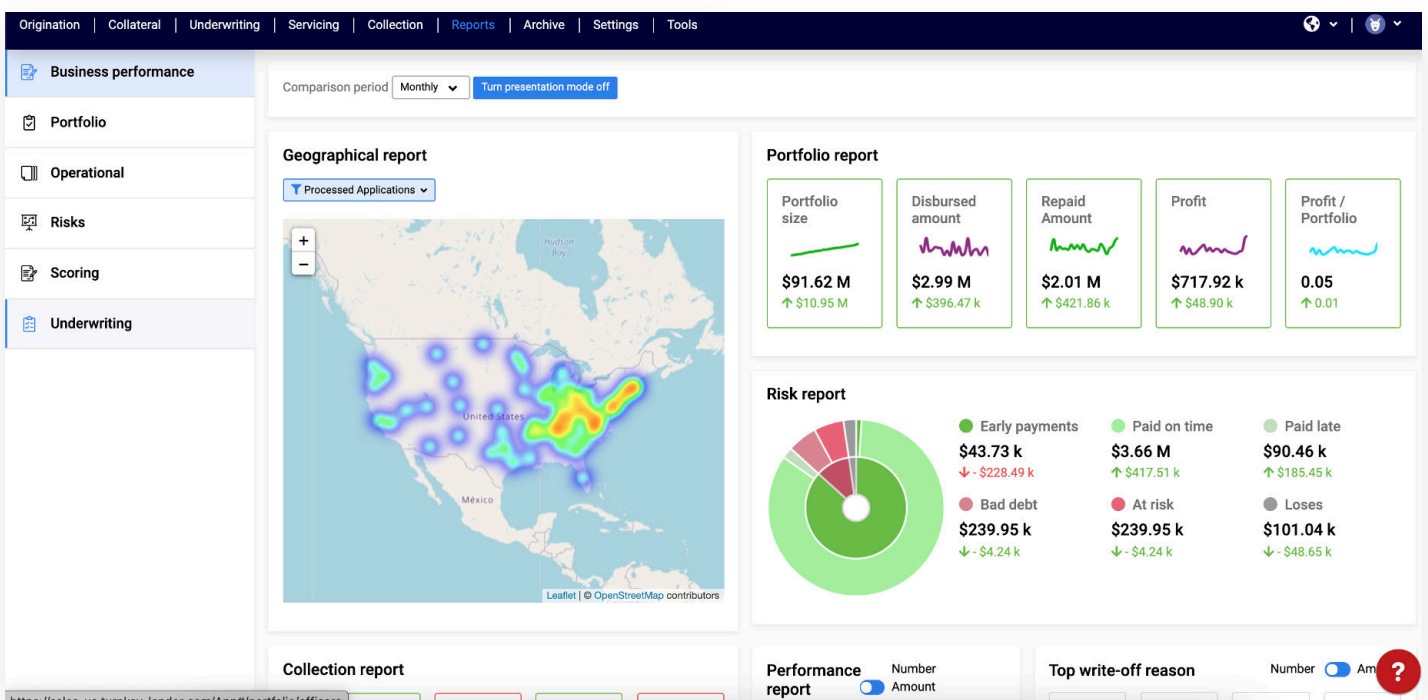
The screenshot shows the 'Collection' module of the TurnKey Lender interface. On the left, a table lists various loans with columns for ID, Rating, Name, Outstanding balance, DPD, P, and A. The loan for Jackie Swaniawski (ID: 2567) is highlighted. On the right, a detailed view for Jackie Swaniawski is shown, including her profile picture, name, ID (2567), collectability (Low), location (ALABAMA), and status (NONE). Below this, there are tabs for Summary, Action plan, Customer rating, Customer details, Bank details, Payments, Rescheduling, Transactions, Contacts, Credit bureau, Documents, Map, and Promise to pay. A 'Workflow' section is visible. The 'Contact Information' section includes: Full name: Jackie Swaniawski, Gender: Female, Email: Jackie431970@gmail.com, Cell phone number: 850-876-4732, State: Alabama, Home phone number: 064-275-9875, Driver's license: 255031634, Submitted by: Borrower. The 'Loan details' section includes: Loan ID: 2567, Creation date: 04/22/2021, Amount: \$1,102.24, Term: 24 months, Interest: 12.00% per month. The 'My next action' section shows: Action: -, Scheduled to: -, Comments: -. A red question mark icon is visible in the bottom right corner.



# Reports

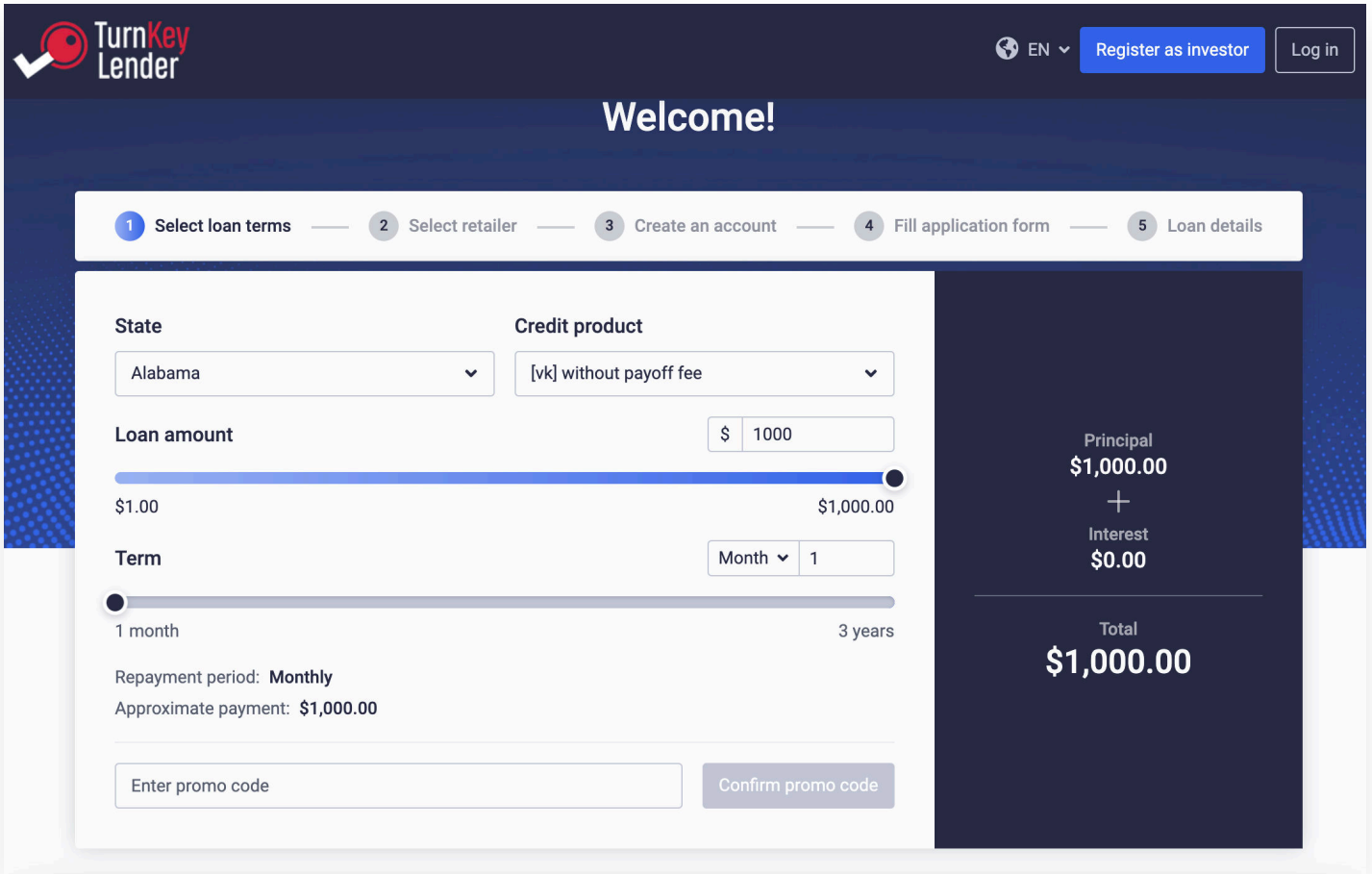
The Reports Module analyzes, formats, and presents insights from all the business-related data across the TurnKey Lender system. Reports are presented in the form of easy-to-understand graphs and dynamic dashboards which can be quickly updated or formatted differently depending on the current business need.

Lenders can also create fully custom reports in the built-in Reports builder which uses hundreds of smart markers to pull any type of operation’s data lender might need for their stakeholders or internal analytics.



# Borrower Portal

Borrowers get a digital end-to-end experience that provides an exceptional and perfect lending interaction. . The digital workspace provides borrowers with a fully digital web (or mobile) app where they can manage their personal and payment details, apply for new loans, make repayments, and keep track of all the lending-related information.



**Welcome!**

1 Select loan terms — 2 Select retailer — 3 Create an account — 4 Fill application form — 5 Loan details

State: Alabama  
 Credit product: [vk] without payoff fee  
 Loan amount: \$ 1000  
 Term: Month 1  
 Repayment period: Monthly  
 Approximate payment: \$1,000.00

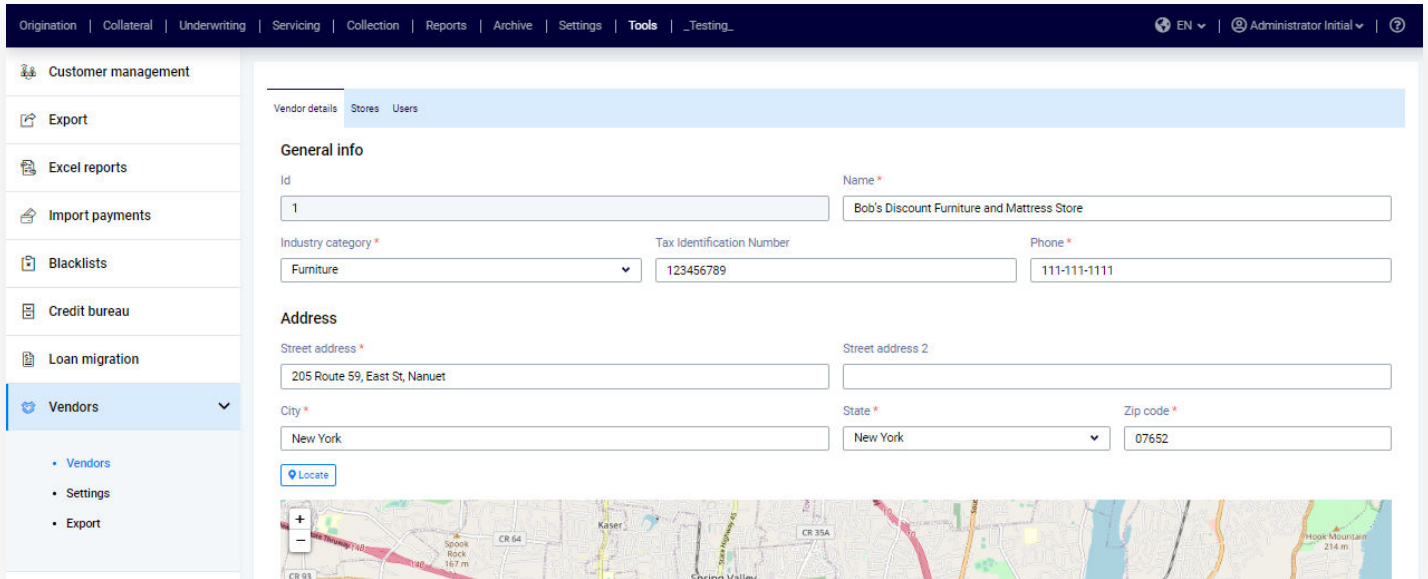
Principal \$1,000.00  
 +  
 Interest \$0.00  
 Total \$1,000.00

Enter promo code  Confirm promo code

## Optional: Vendor Portal

As businesses must move their operations online to remain competitive, more and more SMEs are considering launching an in-house financing program for their vendors, merchants, and partners. Vendor financing with TurnKey Lender allows businesses to add a new sophisticated monetization source for a business to be able to build more meaningful relations with clients and partners through affordable and easy-to-use credit.

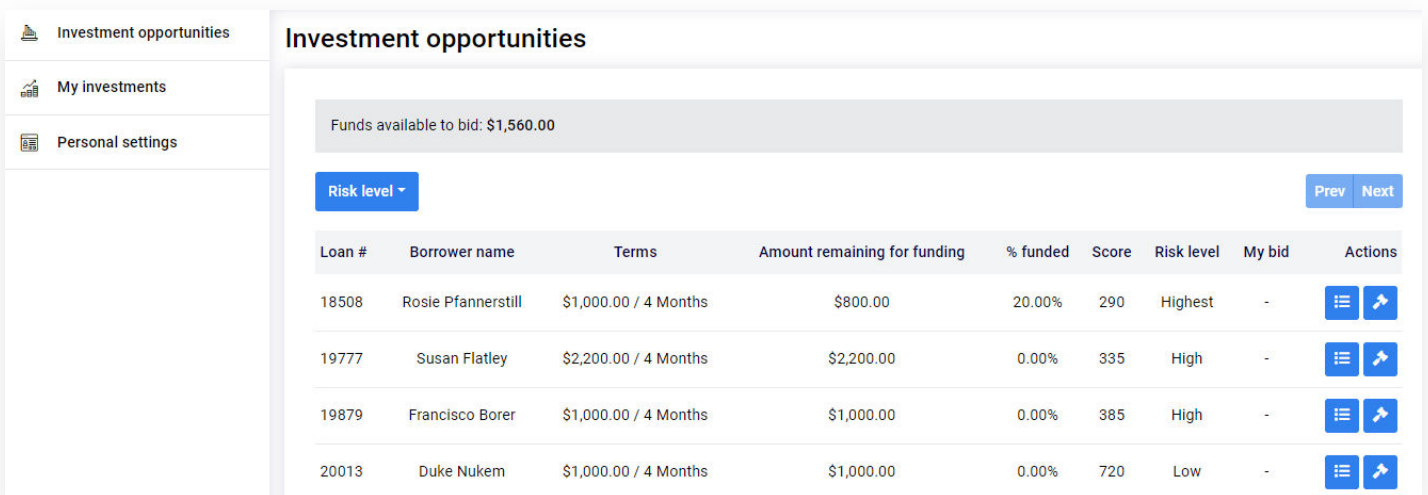
Through the vendor portal a business owner can now offer in-house financing and other credit products to vendors directly. This functionality is created to provide the freedom to finance vendors and separate stores without involving any middlemen.



## Optional: Peer-to-Peer (P2P) Module (with Investor Portal)

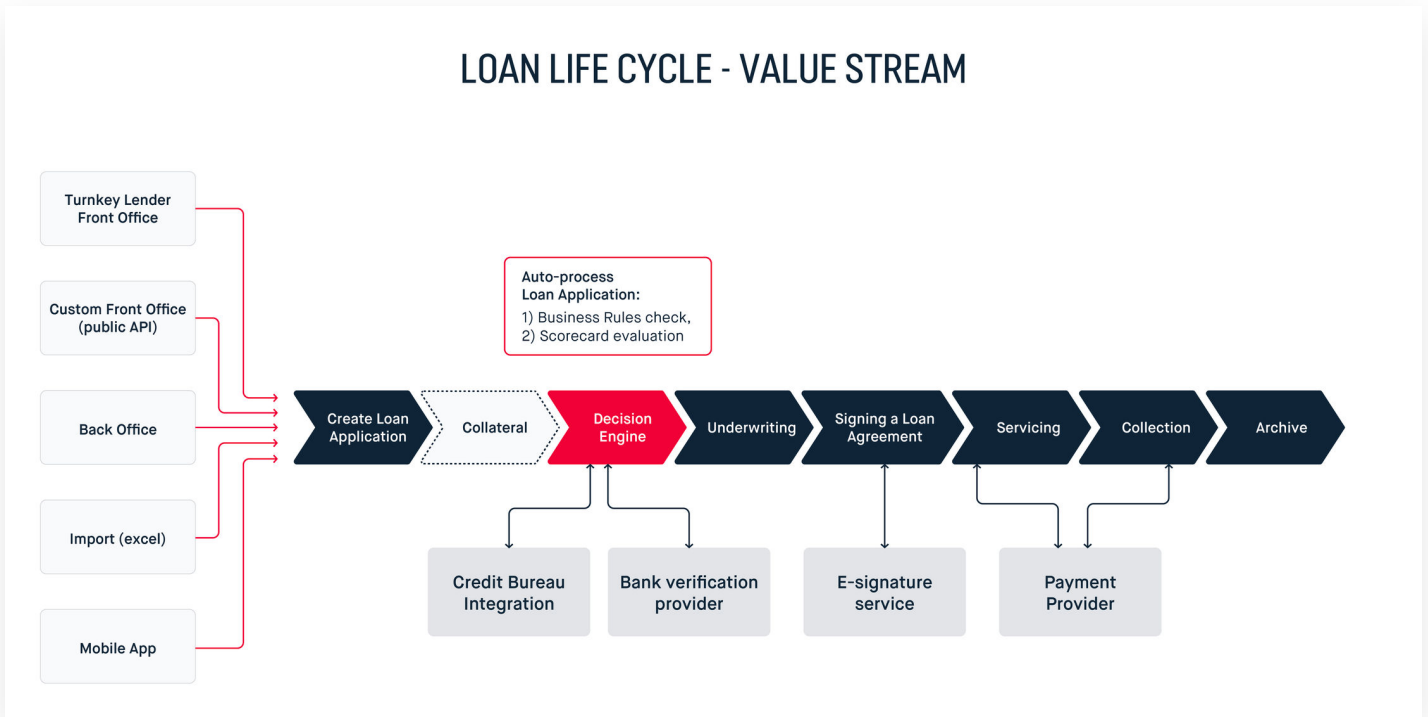
If you're operating a peer-to-peer lending business, you will get the Peer-to-Peer Module in your TurnKey Lender Standard Edition. This workplace provides the functionality sufficient to manage investors and investments, funds collection and deposits, loan bidding, and more.

The P2P Investor Portal provides investors in a lending platform with a fully functional web cabinet where they can bid on loans, manage investment opportunities and account details, as well as track current and past investments.



*From the side of the borrower/investor/vendor, they get an easy-to-use application flow and a dedicated Borrower Portal/Vendor portal or Investor portal respectively. All of the credit checks, application processing, pre-qualification, KYC, documentation are done on full autopilot with employees nonetheless being able to get involved or change the automatic flow the way they see fit in any given business scenario.*

In an overview, here’s what a standard loan’s lifecycle looks like in a digital end to end solution:



And as you can see, TurnKey Lender includes a digital experience for all parts of a lending experience.

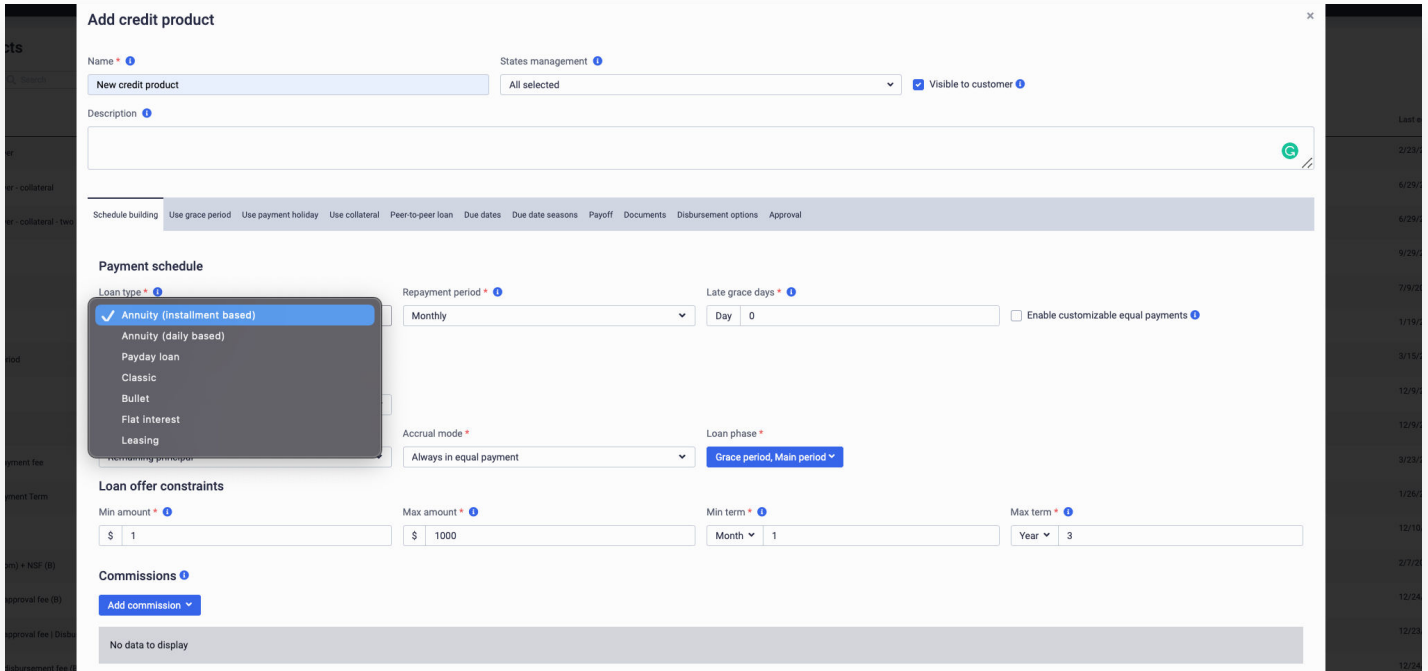
## Features that Resonate

### Calculations Engine

No matter the needs of a lender (be it an alternative lender, a retailer, a telecom, or a revolutionary FinTech startup, etc.), the Calculations Engine can easily create credit products that address these needs specifically. This is achieved with help of numerous calculation approaches that come built-in the solution. **The entire process of creating and launching new credit products takes a minute or less. Similar changes take lenders with hard-coded systems months.**

Once published, credit products can be used by borrowers instantly and lenders can always stay competitive to help your community and grow your business.

TurnKey Lender customers work in all kinds of business verticals and offer numerous different credit products to clients. With each new release of the software, TurnKey Lender makes sure that all credit needs are met and automated.



## Configurable Loan Application Flow

As a manager of a TurnKey Lender instance you can quickly change the loan application flow in a impactful way, adding co-applicants, adding or removing certain parts of the application process, changing the collected data points, setting the documents the borrower will be required to attach to the loan application form, etc. Once again, this doesn't require platform source code changes, as a lender you can do it in a matter of minutes from your admin dashboard.

## Configurable Loan Offers and Loan Agreement Generation

Depending on the local regulations, laws, and internal policies the loan offers and loan agreements will differ substantially . That is why in TurnKey Lender lenders can fully customize the contents of loan offers and loan agreements which are automatically generated and sent to the borrowers. Never again will our lenders have to create each of those documents manually.

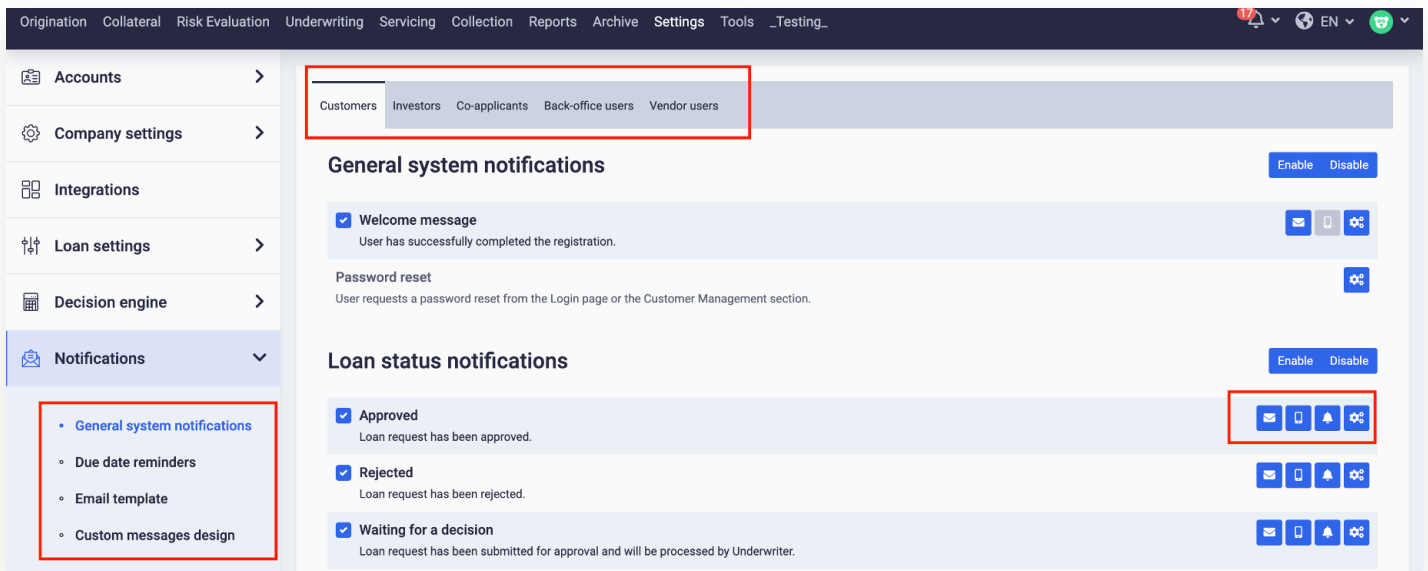
## Flexible Documents Management

To further configure application flow and customer experience, system administrators can create detailed requirements for borrower and loan documents which are collected during the loan application as well as inside the system workplaces and the borrower portal.

Adding new custom documents used to require intricate system customization. Now, lenders can create new documents and add their collection to the borrower on any stage of their loan’s lifecycle. At the same time employees can quickly find, verify and manage borrower and loan documents easier than ever.

## Dashboard, Email, and SMS Notifications

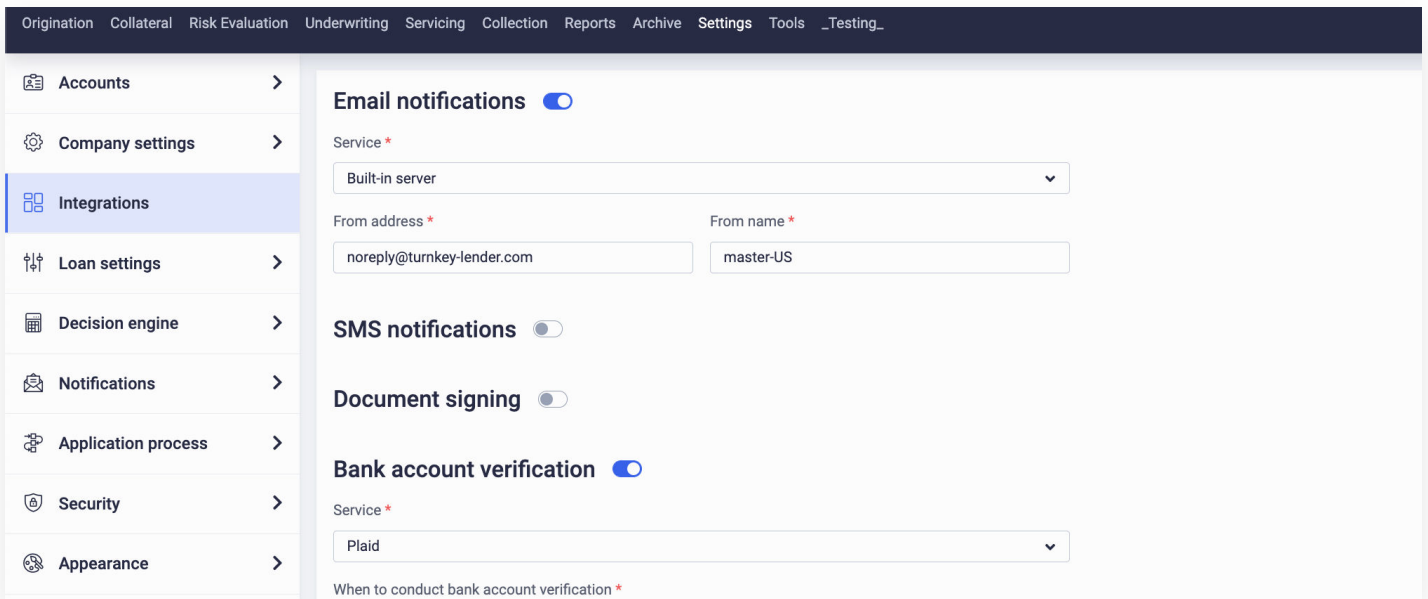
TurnKey Lender comes with 40+ templates for borrower notifications which can be edited and are triggered by the most common events that happen in a life of a borrower and their loan to make sure it’s repaid in full and on time. The system also has a list of back-office notifications for staff members to instantly see important changes to the loans they are responsible for. The notifications can be sent via email, dashboard messages or SMS – depending on the preferences of the lender.





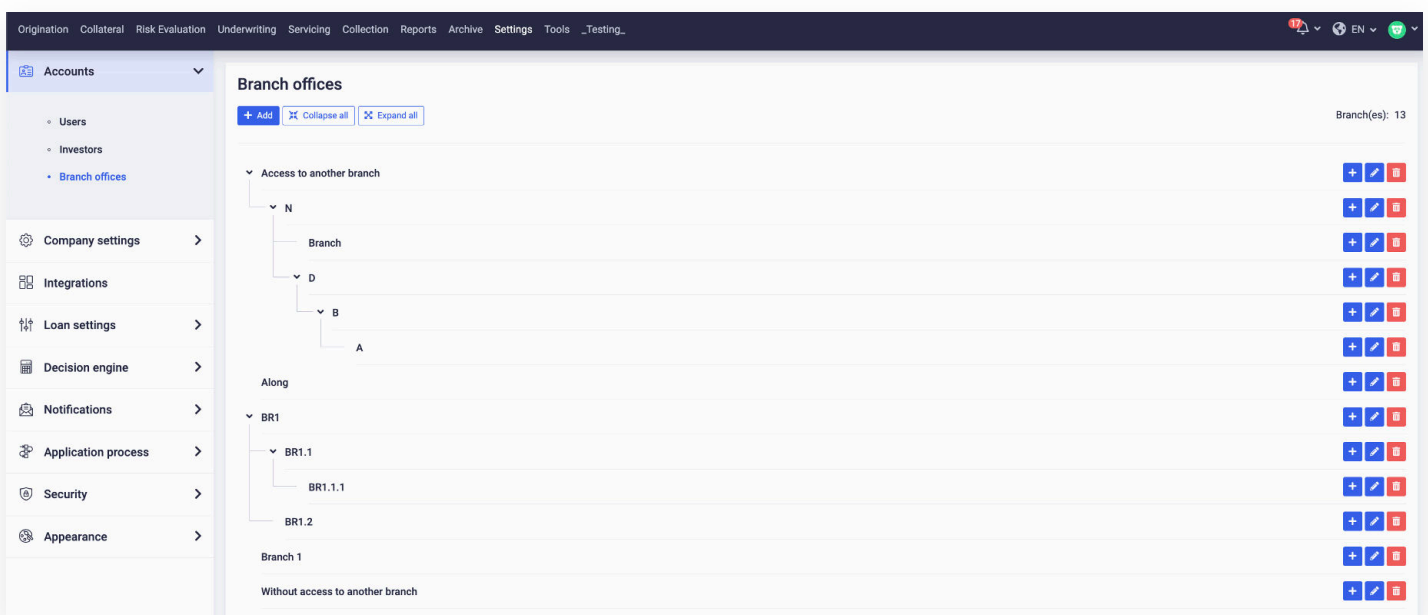
# Integrations

The system comes pre-configured for integrations with popular credit bureaus, payment providers, SMS and email services, e-signature providers, etc. The software is white label, and the built-in API Client allows for configuration of any needed third-party integrations.



# Branch Management

As a lender, you can create and organize as many branches as you may need and assign specific staff members to each of them to make sure every person has access to the right data and loan applications.



# Automatic Loan Statement Generation

This feature helps you save the time your staff spends on collecting, updating, and sending out loan statements. From now on, the System automatically generates updated loan statements for every installment. You can create the template of the statement yourself and set the System to send it to a customer before the due dates. Automating collection, updates, and formatting of this data save every loan officer, and the business, hundreds of work hours.



Ricardo Bosco  
 Kunze Lodge  
 Suite 038  
 East Lottie, AL 05547East Lottie

Loan number 22322  
 Total amount due 12/6/2020 \$253.56  
 Regular payment \$253.56

After 12/13/2020 \$25.00 will be charged

**Current payment**

**Payment overview**

Principal	\$125.67
Interest	\$112.89
Fees	\$15.00
Overdue payments	\$0.00
<b>Total due 12/6/2020</b>	<b>\$253.56</b>

**Account information**

Statement date	10/6/2020
Loan status	Active
Remaining principal	\$1,881.44
Interest rate	6.00%
Maturity date	10/6/2021

**Activity since last statement 10/7/2020 - 11/6/2020**

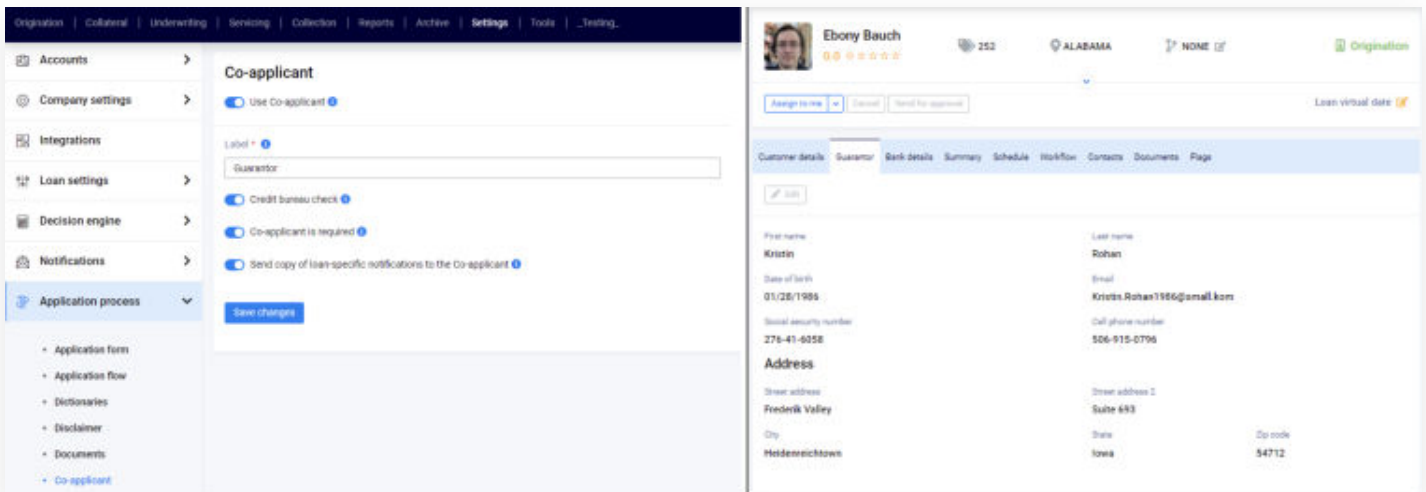
Date	Transaction	Charge	Payment
10/29/2020	Successful	Check	253.56

**Past payments breakdown**

Principal	\$118.56
Interest	\$120.00
Fees	\$15.00
Past Due	\$0.00
<b>Total</b>	<b>\$253.56</b>

## Co-applicants

With customers being able to add co-applicants to their loans, digital lending becomes more secure. If that's the case, on the application form, a borrower can add a co-applicant (can be renamed on UI, for example, spouse, guarantor, co-signer, co-applicant, etc.) who will act as an added risk-reducing factor for the lender. If this feature is enabled, a block with co-applicants personal details is automatically added to the loan application



The screenshot displays the TurnKey Lender interface. On the left, a sidebar menu includes sections like 'Accounts', 'Company settings', 'Integrations', 'Loan settings', 'Decision engine', 'Notifications', and 'Application process'. The 'Application process' section is expanded, showing 'Co-applicant' as the active item. The main content area is titled 'Co-applicant' and features several toggle switches: 'Use Co-applicant' (checked), 'Credit bureau check' (checked), 'Co-applicant is required' (checked), and 'Send copy of loan-specific notifications to the Co-applicant' (checked). A 'Save changes' button is visible at the bottom of this section.

On the right, a customer profile for 'Ebony Bauch' is shown. The profile includes a header with the customer's name, a rating of 252, location 'ALABAMA', and 'HOME' status. Below this, there are tabs for 'Customer details', 'Guarantor', 'Bank details', 'Summary', 'Schedule', 'Workflow', 'Contacts', 'Documents', and 'Flags'. The 'Customer details' tab is active, displaying the following information:

First name	Kristin	Last name	Rohan
Date of birth	01/26/1986	Email	Kristin.Rohan1986@gmail.com
Social security number	276-41-6058	Cell phone number	506-915-0706
<b>Address</b>			
Street address	Frederik Valley	Street address 2	Suite 693
City	Heidensreichtown	State	Iowa
		Zip code	54712

## Export and Import Data

TurnKey Lender comes with robust export and import capabilities allowing back-office users to conduct exports and imports of data from and into the system with a click of a button. TurnKey Lender allows export payment, loans, customer profiles, payment schedules, etc. The system supports Metro2 reports for reporting to credit bureaus. Batch import of customers, loans, disbursements, and payments also couldn't be easier.

To import customers, loans, disbursements, and payments, lenders simply need to download the Excel template from the Import section of your Dashboard, fill it out with the required data, and simply upload it into the TurnKey Lender. Based on your Excel file, TurnKey Lender will populate the System with borrower profiles and their loans.

Origination Collateral Risk Evaluation Underwriting Servicing Collection Reports Archive Settings Tools \_Testing\_ 17 EN

**Customer management**

- Export
- Import**
  - Customers**
  - Loans
  - Disbursements
  - Payments
- Excel reports
- Blacklists

**Customers**

Choose file Download template

Preview

All

	Email	First name	Last name	Date of birth	Social security number	Error
❗	orion@twst.com	Jeff	Bell	03/09/1993 00:00:00	32049239324	<ul style="list-style-type: none"> <li>SSN Should be in format XXX-XX-XXXX</li> <li>'Cell phone number' must be 10 characters in length. You entered 11 characters.</li> </ul>
❗	col@gjsj.com	Ben	Colins	01/31/1990 00:00:00	322929942929	<ul style="list-style-type: none"> <li>SSN Should be in format XXX-XX-XXXX</li> <li>'Cell phone number' must be 10 characters in length. You entered 11 characters.</li> </ul>

Send notifications ⓘ

Import Export

## API

TurnKey Lender API client makes it possible to integrate all major TurnKey Lender features into your operation's existing infrastructure. Our API covers:

- Front-Office functionality
- Investors portal
- Customer's bank payment options management
- External customers and loans management
- External payments management

**Payment Options** Contains endpoints that can be used to manage Payment options

- POST** /PaymentOptions/BankAccounts Add a new bank account
- GET** /PaymentOptions/BankAccounts Get Bank Accounts list
- POST** /PaymentOptions/Cards Add a new debit/credit card
- GET** /PaymentOptions/Cards Get Cards list
- PUT** /PaymentOptions/Cards/{cardId} Update card details
- POST** /PaymentOptions/SetDefaultMethod Update a payment method
- DELETE** /PaymentOptions/DeleteMethod Delete a payment method
- GET** /PaymentOptions/RepaymentAmounts/{loanId} Get repayment amounts
- POST** /PaymentOptions/SubmitRepayment/{loanId} Submit repayment

## Audit Trail

To make sure none of the actions are untreatable and you can always see what each user did to each loan and when – the system comes with an advanced audit trail that keeps track of everything that’s happening in your TurnKey Lender Platform.

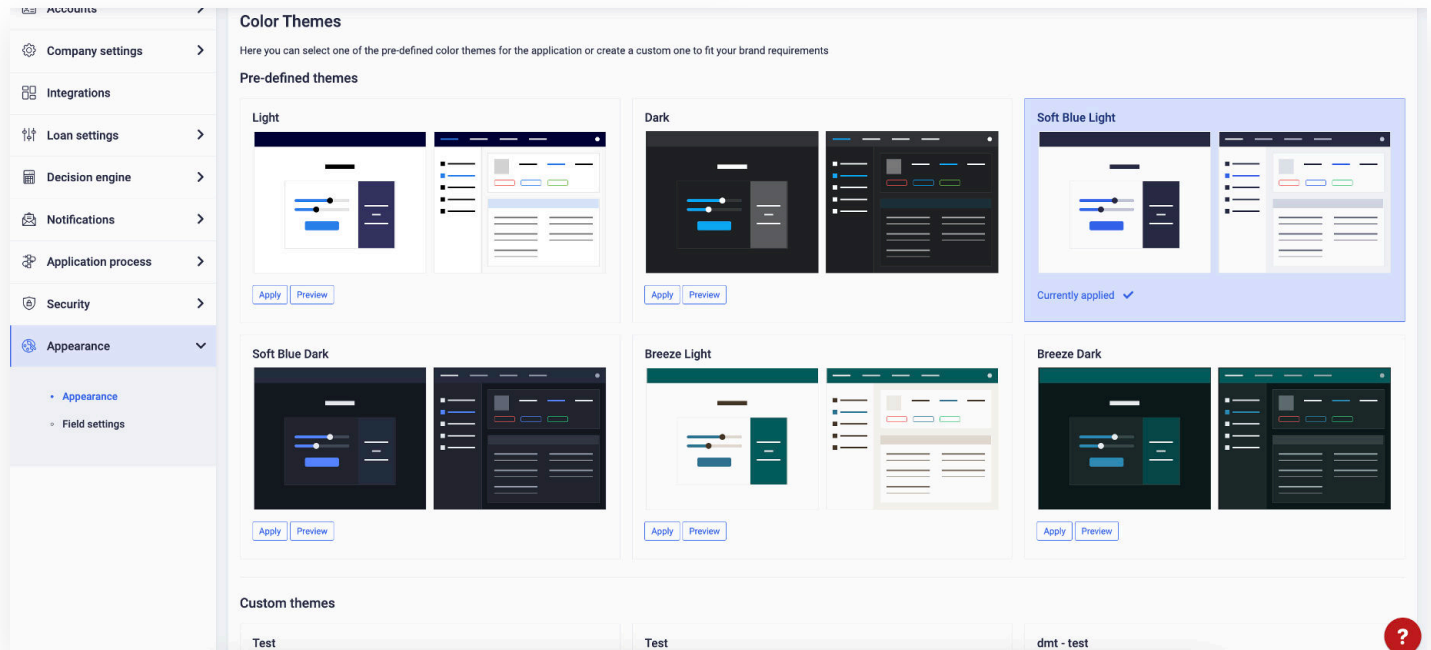
## Security Features

TurnKey Lender has the following certifications and features:

- SOC 2 Type II Certification
- PCI DSS compliant
- NIST
- OWASP
- ISO 27001
- GDPR (plug-in)
- User permissions
- Loan assignment
- Adjustable password strength
- Two-factor authentication (plug-in)

## Theme Editor for Appearance Configuration

The built-in Theme editor allows lenders to fully customize the appearance and color scheme of your TurnKey Lender instance from an easy-to-use interface. For all the important platform sections you can both add new background images and tweak the color scheme with intuitive color options. .



## TurnKey Lender History

Prior to creating TurnKey Lender, the founders of the company spent several decades automating digital lending and credit scoring for large-scale organizations. It was evident, that there was a gap in the marketplace when it came to lending solutions capable of bank-grade automation and accurate credit scoring out-of-the-box. That is why in 2014, Dmitry Voronenko and Elena Ionenko decided to change the digital lending industry status quo by providing a lending infrastructure that would allow creditors to launch and scale quickly, efficiently, and intelligently. With the goal of democratizing credit worldwide, TurnKey Lender was founded and started to quickly gain traction.

Over the years, TurnKey Lender has become a global B2B SaaS company that offers AI-powered lending automation and decision management solutions and services in 50+ countries and counting. From origination and underwriting, to servicing, collection, and reporting - the company's software automates the entire lending process just as well as its specific parts.



TurnKey Lender is featured as the market-leading FinTech and lending automation product by some of the most well-known research, analytics, and consulting firms in the world.

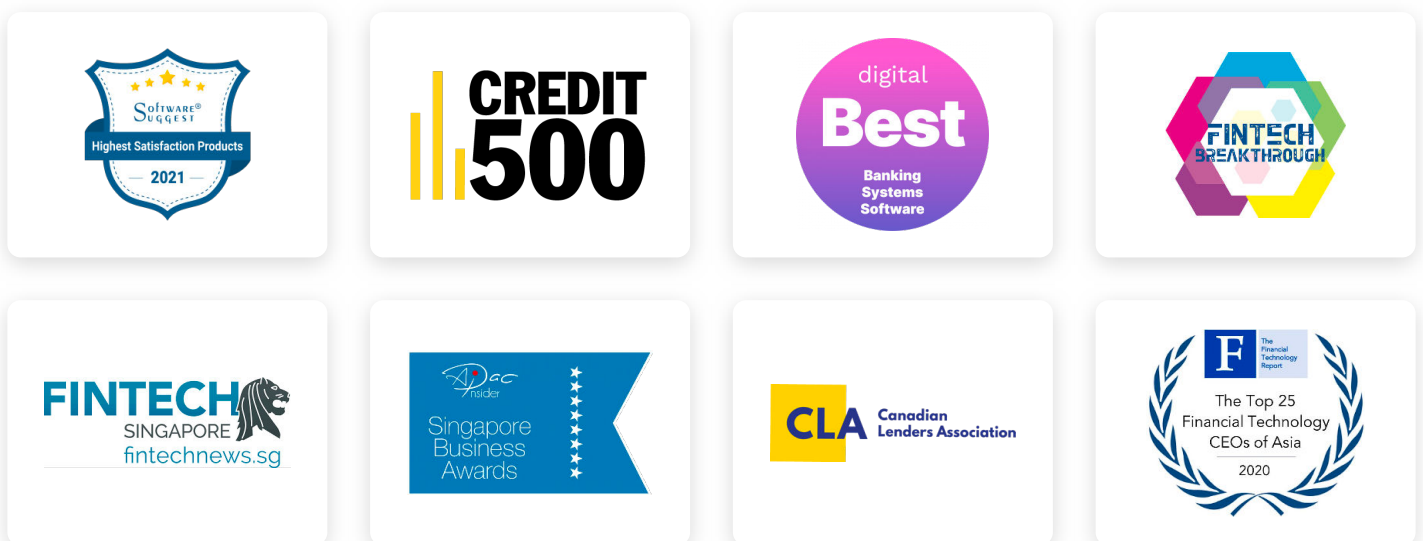
- TurnKey Lender Listed As A Top Digital Banking Platform By Deloitte
- TurnKey Lender Featured in Gartner Report on Modernization of Loan Origination and Use Cases for Improvements of Lending Processes
- TurnKey Lender Leads Consumer Loan Origination Systems Market in Everest Group's Assessment for 2022
- TurnKey Lender Wins Frost & Sullivan 2019 New Product Innovation Award
- A Flexible Configuration Choice on a Highly Scalable and Reliable Anfrastructure According to a Hewlett Packard Enterprise Performance Test

Reach out to our team to schedule an intro call and become a lender backed by the most advanced, intelligent, sophisticated, and easy-to-use platform on the market.

Get in touch today.

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