



We had an issue recently with a shopper who was sent in to a bank/cu client, apparently to open an account. The shopper had a bankruptcy in their past credit report and was denied an account. The shopper submitted a harsh report and of course, the client complained.

I don't want to cut out shoppers when they are already hard to find but I do need to ask you to use some common sense when you send a shopper in to open an account: Be sure to mention to the shopper something like this: "I need to be sure you understand that many banks/credit unions will check your credit before they will open an account for you. If you have any credit issues or past bankruptcies, this could affect your ability to open this account. I just want to be sure you understand this before you visit the bank/credit union?"

Feel free to use my wording but be sure you explain this to any shopper who is sent in to open an account...I know we don't do alot of that but then again, often you have a shopper do a banker visit to open an account so they can do teller visits...you need to be sure they understand credit issues could affect them. We don't want to ask them about their credit at all, that's private, just make sure they know their credit will be checked and every bank/cu has different policies. Some don't check credit and don't care...others are VERY picky.

If you are sure to explain this to your shopper, then they won't be upset with us or the bank if they are denied and we won't get in trouble with our clients, thus protecting our work.

Thank you,
Kathy Shook