



Loan Management

User Guide

Revised (3/23)

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1. Introduction

KeyNavigator’s Loan Management module provides you with the ability to manage and view information on your commercial loans 24 hours a day.

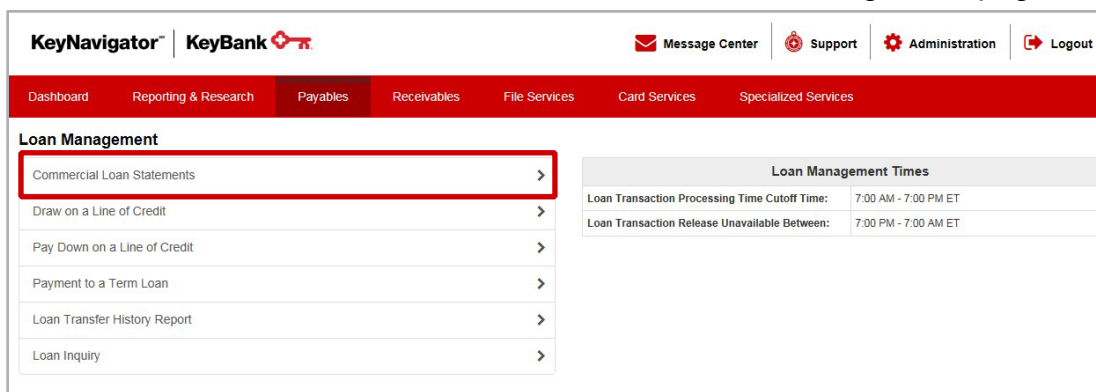
2. Commercial Loan Statements

Commercial Loan Statements are only drawn on the obligor level. Only current obligations generate Commercial Loan Statements.

Commercial Loan Statements can generally be viewed one to two business days after they are generated. Statements can be viewed online at any time. Commercial Loan Statements are available on KeyNavigator for a rolling 13 months.

To View your Commercial Loan Statement:

1. Under the **Payables** section of KeyNavigator, select **Loan Management**.
2. Select **Commercial Loan Statements** from the Loan Management page.



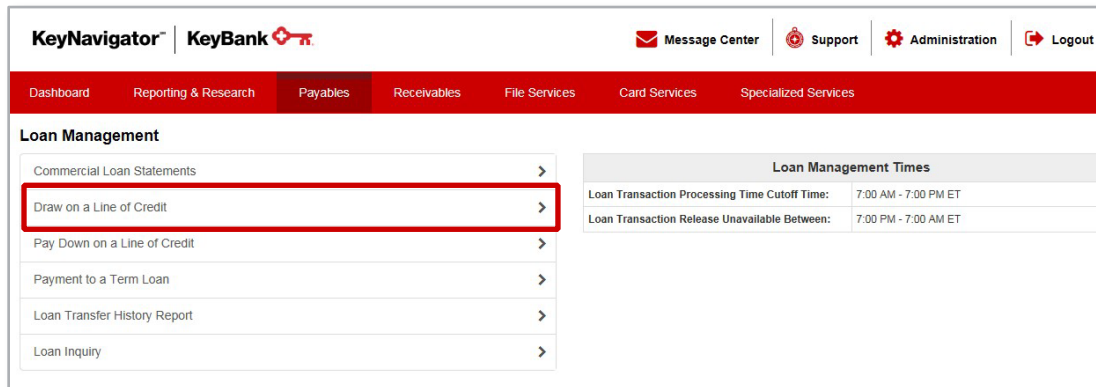
3. Select the account for which you would like to view a statement.
4. Select **Next** to view a list of statements for the account selected, or select **Cancel** to return to the Loan Management main page.
5. A list of statements will be displayed. Click on the statement that you wish to view or select **Cancel** to return to the Loan Management main page.
6. Your commercial loan statement will be displayed.

3. Advance Funds from a Line of Credit

Funds can be drawn from a line of credit from 7:00 a.m. to 7:00 p.m. ET on business days.

To Draw on a Line of Credit:

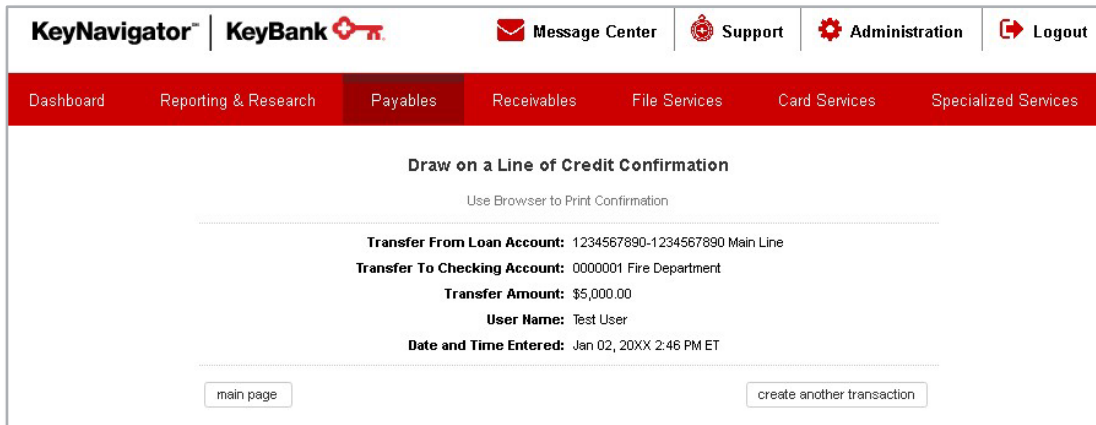
1. Select **Draw on a Line of Credit** from the Loan Management page.



2. Utilize the dropdown menus to select the loan account number to transfer funds **From**. Select the checking account number to transfer funds **To**.
3. Select **Next** to proceed with transferring funds from your line of credit to your checking account; or select **Cancel** to return to the Loan Management main page.
4. The next screen will provide you with your current balance as well as the amount of credit available. Enter the amount that you wish to transfer.
5. Select **Next** to proceed with transferring funds; click **Edit** to return to the previous screen to change either of the account numbers; or select **Cancel** to return to the Loan Management main page.
6. Review the information provided on the **Draw on a Line of Credit Approval** page. Select **Accept** to transfer the funds; select **Edit** to return to the previous screen to change the amount of the transfer, or select **Cancel** to return to the Loan Management main page.
7. After selecting **Accept**, you will receive a confirmation screen. This indicates that the transaction was successful. Select **Main Page** to return to the Loan Management main page or select **Create Another Transaction** to return to the account selection screen to transfer additional funds.



NOTE: Funds are immediately available upon the completion of a successful transaction.



The screenshot shows the 'Draw on a Line of Credit Confirmation' page in KeyNavigator. The page includes a navigation bar with 'KeyNavigator', 'KeyBank', 'Message Center', 'Support', 'Administration', and 'Logout'. Below the navigation bar is a menu with 'Dashboard', 'Reporting & Research', 'Payables', 'Receivables', 'File Services', 'Card Services', and 'Specialized Services'. The main content area displays the following information:

- Use Browser to Print Confirmation
- Transfer From Loan Account: 1234567890-1234567890 Main Line
- Transfer To Checking Account: 0000001 Fire Department
- Transfer Amount: \$5,000.00
- User Name: Test User
- Date and Time Entered: Jan 02, 20XX 2:46 PM ET

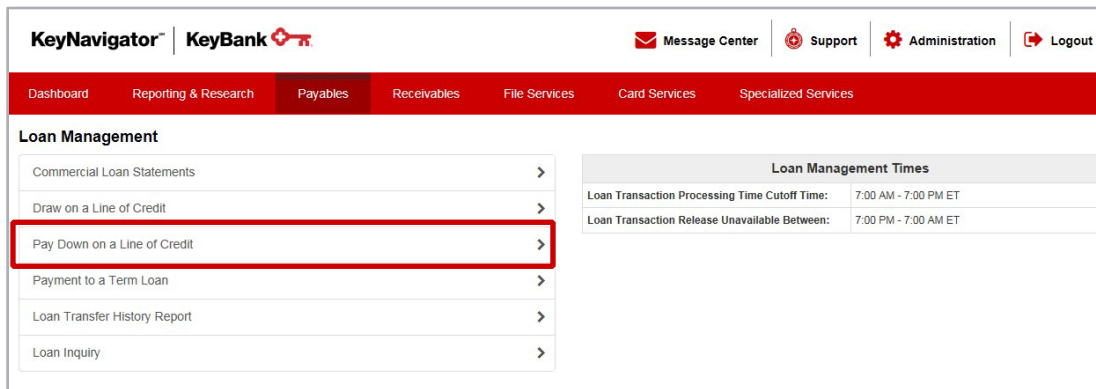
At the bottom of the page, there are two buttons: 'main page' and 'create another transaction'.

4. Pay Down a Line of Credit

Payments to a line of credit can be made from 7:00 a.m. to 7:00 p.m. ET on business days.

To Make Payments on a Line of Credit:

1. Select **Pay Down on a Line of Credit** from the Loan Management main page.



The screenshot shows the 'Loan Management' page in KeyNavigator. The page includes a navigation bar with 'KeyNavigator', 'KeyBank', 'Message Center', 'Support', 'Administration', and 'Logout'. Below the navigation bar is a menu with 'Dashboard', 'Reporting & Research', 'Payables', 'Receivables', 'File Services', 'Card Services', and 'Specialized Services'. The main content area displays the following information:

- Loan Management**
 - Commercial Loan Statements >
 - Draw on a Line of Credit >
 - Pay Down on a Line of Credit >**
 - Payment to a Term Loan >
 - Loan Transfer History Report >
 - Loan Inquiry >
- Loan Management Times**

Loan Transaction Processing Time Cutoff Time:	7:00 AM - 7:00 PM ET
Loan Transaction Release Unavailable Between:	7:00 PM - 7:00 AM ET

- Utilize the dropdown menus to select the checking account number to transfer funds **From**. Select the loan account number to transfer funds **To**.
- Select **Next** to proceed with making a payment from your checking account to your loan account, or select **Cancel** to return to the Loan Management main page.
- The next screen will provide you with your current balances as well as the amount of principal and interest and fees due on your loan. Enter the amount that you wish to pay toward the principal and the amount you wish to pay toward the interest and fees due on your loan.
- Select **Next** to proceed with making a payment, select **Edit** to return to the previous screen to change either of the account numbers, or click **Cancel** to return to the Loan Management main page.

- Review the information provided.
- Select **Accept** to continue making a payment. Select **Edit** to return to the previous screen to change the amount of the payment, or select **Cancel** to return to the Loan Management main page.
- After selecting **Accept**, you will receive a confirmation screen. This indicates that the transaction was successful. Select **Main Page** to return to the Loan

Management main page or select **Create Another Transaction** to return to the account selection screen to make additional payments.

NOTE: Payments made to the principal on a line of credit will be reflected immediately; however, interest and fee payments on a line of credit will not be reflected on KeyNavigator until the next business day.

5. Make a Payment to a Term Loan

Payments to term loans can be made from 7:00 a.m. to 7:00 p.m. ET on business days.

To Make a Payment on a Term Loan:

1. Select **Payment to a Term Loan** from the Loan Management main page.

Loan Management Times	
Loan Transaction Processing Time Cutoff Time:	7:00 AM - 7:00 PM ET
Loan Transaction Release Unavailable Between:	7:00 PM - 7:00 AM ET

- Utilize the dropdown menus to select the checking account number to transfer funds **From**. Select the loan account number to transfer funds **To**.
- Select **Next** to proceed with making a payment from your checking account to your loan account; or select **Cancel** to return to the Loan Management main page.
- The next screen will provide you with your current balances as well as the principle, interest, fees, and escrow amounts due on your loan. Enter the amount that you wish to pay toward your loan.
- Select **Next** to proceed with making a payment, select **Edit** to return to the previous screen to change either of the account numbers, or select **Cancel** to return to the Loan Management main page.

KeyNavigator | **KeyBank** | Message Center | Support | Administration | Logout

Dashboard | Reporting & Research | **Payables** | Receivables | File Services | Card Services | Specialized Services

Payment to a Term Loan - Payment Amount

Payment Amount will be applied per the terms of the commercial loan agreement.
To make other arrangements, please contact your Relationship Manager.

Payoffs cannot be made via this module.
To obtain loan payoff information, please contact Commercial and Business Banking Center Internet Group at 1-800-539-9039.
If you would like to payoff this loan, please contact your Relationship Manager.

Transfer From Checking Account: 000000000000001 Fire Department
Transfer To Loan Account: 1234567890-1234567890 Main Line

Checking Account Available Balance: \$50,000.00

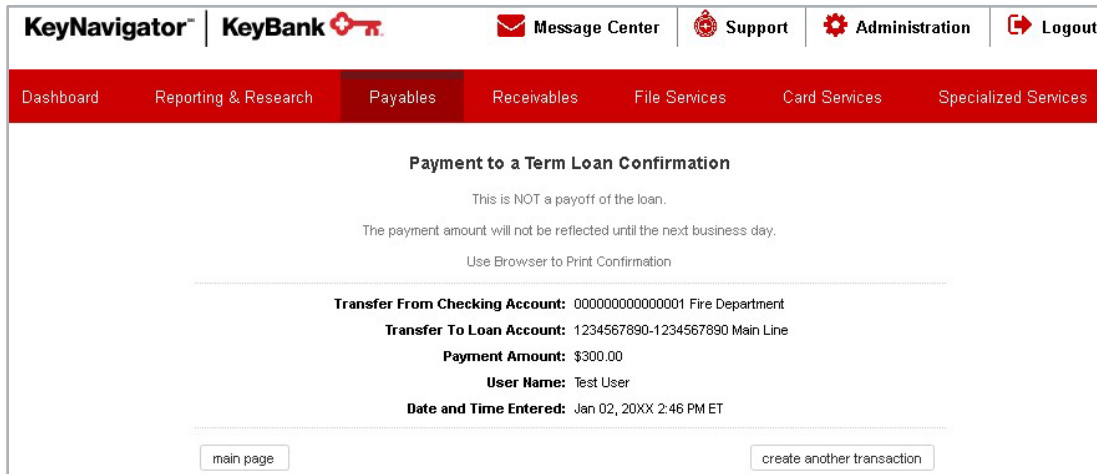
Principal Balance: \$21,620.00
Principal Payment Due: \$1,500.00
Interest Payment Due: \$120.00
Fee Payment Due: \$500.00
Escrow Payment Due: \$500.00
Total Payment Due: \$2,620.00
Current Due Date: Jan 02, 20XX






Payment Amount:

cancel edit next

- Review the information provided.
- Select **Accept** to continue making a payment, select **Edit** to return to the previous screen to change the amount of the payment, or select **Cancel** to return to the Loan Management main page.
- After selecting **Accept**, you will receive a confirmation screen. This indicates that the transaction was successful. Select **Main Page** to return to the Loan

Management main page or select **Create Another Transaction** to return to the account selection screen to make additional payments on your term loan(s).



KeyNavigator | **KeyBank**   Message Center  Support  Administration  Logout

Dashboard Reporting & Research **Payables** Receivables File Services Card Services Specialized Services

Payment to a Term Loan Confirmation

This is NOT a payoff of the loan.
The payment amount will not be reflected until the next business day.
Use Browser to Print Confirmation

Transfer From Checking Account: 000000000000001 Fire Department
Transfer To Loan Account: 1234567890-1234567890 Main Line
Payment Amount: \$300.00
User Name: Test User
Date and Time Entered: Jan 02, 20XX 2:46 PM ET

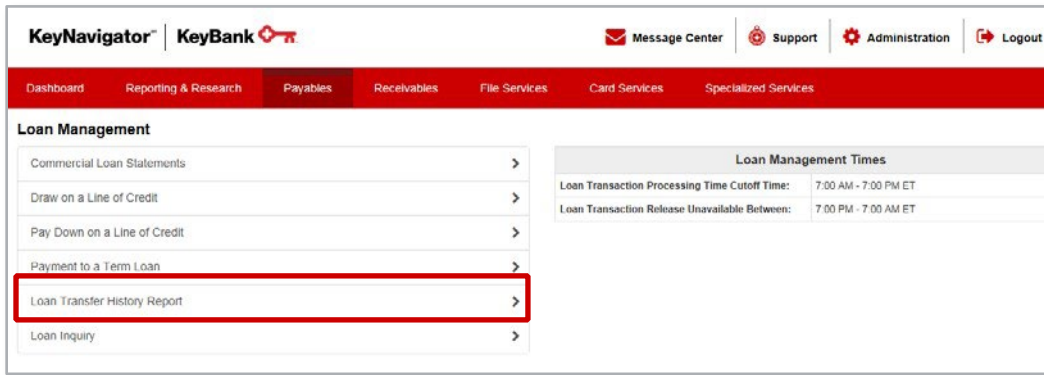
[main page](#) [create another transaction](#)

NOTE: Term loan transactions performed on KeyNavigator will not be reflected on KeyNavigator until the next business day.

6. View a Loan Transfer History Report

To View your Report Containing Loan Transfer History:

1. Select **Loan Transfer History Report** from the Loan Management main page.



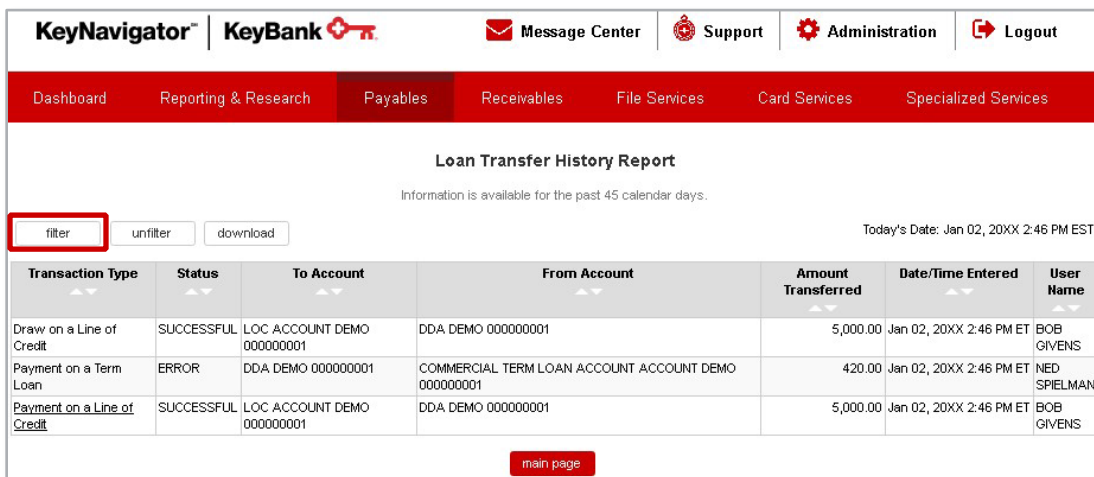
2. You will be presented with a report that contains the transactions performed via KeyNavigator during the past 45 days, including the status, account numbers involved in the transaction, the amount transferred, the date and time of the transaction, as well as the user that performed the transfer.



NOTE: Only transactions performed on KeyNavigator will be displayed on the Loan Transfer History Report.

To Filter the Report:

1. Select **Filter** from the Loan Transfer History Report.



2. Utilize the dropdown menus to select the type of transaction (either debits, credits, or both), the account that the transfer was made from, and/or the account that the transfer was made to.

3. Enter the amount that was transferred out and/or the amount that was transferred in.
4. Utilize the dropdown menus to select a specific date or a date range.
5. Utilize the dropdown menu to select a user that performed the transaction(s).
6. Select **Download** to download a report that is filtered according to the parameters that you selected, or select **View** to view the filtered report, or select **Cancel** to return to the loan transfer history report.
7. To return to the original listing, select **Unfilter**.

To Download the Report:

1. Select **Download** from the Loan Transfer History Report.

The screenshot shows the KeyBank interface for the Loan Transfer History Report. At the top, there are navigation links for KeyNavigator, KeyBank, Message Center, Support, Administration, and Logout. Below this is a red navigation bar with tabs for Dashboard, Reporting & Research, Payables, Receivables, File Services, Card Services, and Specialized Services. The main heading is "Loan Transfer History Report" with a sub-note: "Information is available for the past 45 calendar days." Below the heading are three buttons: "filter", "unfilter", and "download" (which is highlighted with a red box). To the right of these buttons, it says "Today's Date: Jan 02, 20XX 2:46 PM EST". Below the buttons is a table with the following data:

Transaction Type	Status	To Account	From Account	Amount Transferred	Date/Time Entered	User Name
Draw on a Line of Credit	SUCCESSFUL	LOC ACCOUNT DEMO 000000001	DDA DEMO 000000001	5,000.00	Jan 02, 20XX 2:46 PM ET	BOB GIVENS
Payment on a Term Loan	ERROR	DDA DEMO 000000001	COMMERCIAL TERM LOAN ACCOUNT ACCOUNT DEMO 000000001	420.00	Jan 02, 20XX 2:46 PM ET	NED SPIELMAN
Payment on a Line of Credit	SUCCESSFUL	LOC ACCOUNT DEMO 000000001	DDA DEMO 000000001	5,000.00	Jan 02, 20XX 2:46 PM ET	BOB GIVENS

At the bottom of the table area, there is a "main page" button.

To View Additional Details Regarding a Specific Transfer:

1. Click on the transaction.

Transaction Type	Status	To Account	From Account	Amount Transferred	Date/Time Entered	User Name
Draw on a Line of Credit	SUCCESSFUL	LOC ACCOUNT DEMO 000000001	DDA DEMO 000000001	5,000.00	Jan 02, 20XX 2:46 PM ET	BOB GIVENS
Payment on a Term Loan	ERROR	DDA DEMO 000000001	COMMERCIAL TERM LOAN ACCOUNT ACCOUNT DEMO 000000001	420.00	Jan 02, 20XX 2:46 PM ET	NED SPIELMAN
Payment on a Line of Credit	SUCCESSFUL	LOC ACCOUNT DEMO 000000001	DDA DEMO 000000001	5,000.00	Jan 02, 20XX 2:46 PM ET	BOB GIVENS

[main page](#)

2. Additional detail will be displayed.

3. Select **Return** to go back to the Loan Transfer History Report.

Pay Down a Line of Credit Transaction Detail

Transfer From Checking Account: DDA DEMO 000000001

Transfer To Loan Account: LOC ACCOUNT DEMO 000000001

Principal Payment: \$4,500.00

Interest and Fees Payment: \$500.00

Total Payment: \$5,000.00

User Name: BOB GIVENS

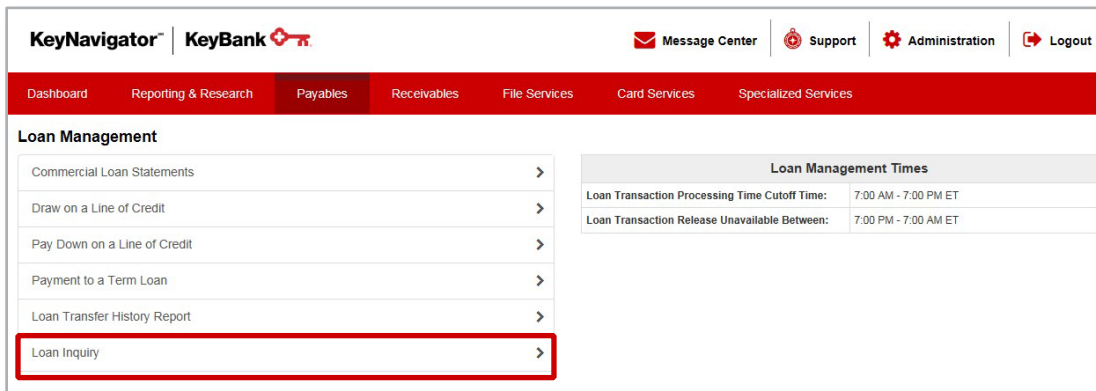
Date and Time Entered: Jan 02, 20XX 2:46 PM ET

[return](#)

7. Perform a Loan Inquiry

To view details regarding loans that you have access to on KeyNavigator, including information on the balance, available credit, and amount due:

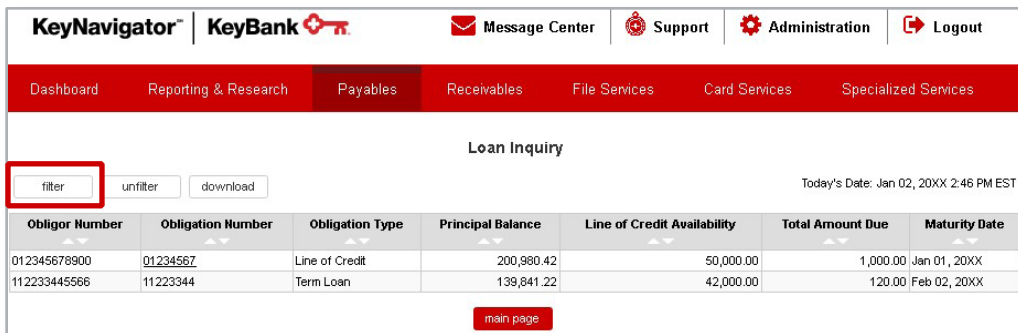
1. Select **Loan Inquiry** from the Loan Management main page.



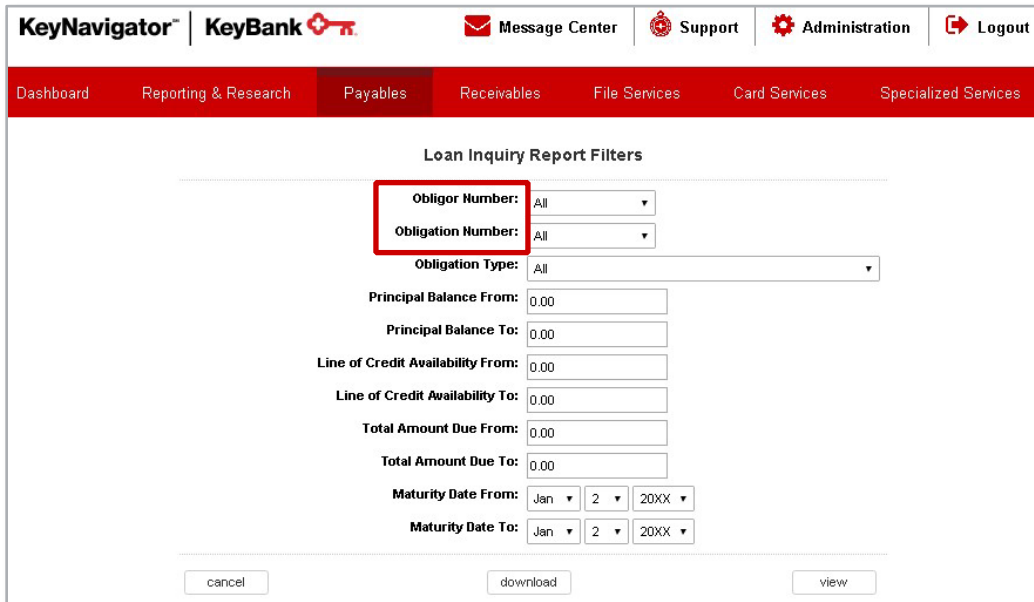
2. A list of your loans will be displayed, along with the obligor and obligation numbers, obligation type, principal balance, line of credit available, total amount due, and the maturity date.

To Filter the Report:

1. Select **Filter** from the Loan Inquiry Report.



2. Utilize the dropdown menus to select the obligor and obligation numbers and obligation type.



Loan Inquiry Report Filters

Obligor Number: All

Obligation Number: All

Obligation Type: All

Principal Balance From: 0.00

Principal Balance To: 0.00

Line of Credit Availability From: 0.00

Line of Credit Availability To: 0.00

Total Amount Due From: 0.00

Total Amount Due To: 0.00

Maturity Date From: Jan 2 20XX

Maturity Date To: Jan 2 20XX

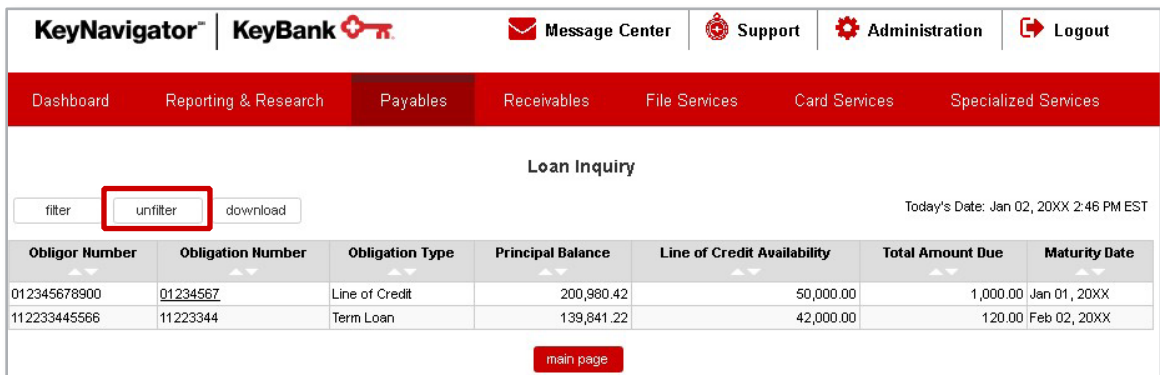
cancel download view

3. Enter the amount of the principal balance or a balance range.
4. Enter the amount of the line of credit available or an available credit range.
5. Enter the total amount due or a range.
6. Enter the maturity date or a date range.
7. Select **Download** to download a report that is filtered according to the parameters that you selected, or select **View** to view the filtered report. Select **Cancel** to return to the loan inquiry listing.

8. To return to the original listing, select **Unfilter**.

To Download the Report:

1. Select **Download** from the loan inquiry listing.



Loan Inquiry

filter **unfilter** download Today's Date: Jan 02, 20XX 2:46 PM EST

Obligor Number	Obligation Number	Obligation Type	Principal Balance	Line of Credit Availability	Total Amount Due	Maturity Date
012345678900	01234567	Line of Credit	200,980.42	50,000.00	1,000.00	Jan 01, 20XX
112233445566	11223344	Term Loan	139,841.22	42,000.00	120.00	Feb 02, 20XX

main page

To View Additional Details Regarding a Specific Transfer:

1. Click on the obligation number.
2. Additional details, including the rate and a history of transactions performed since the last cut-off, will be displayed.



NOTE: All transactions, not just those performed on KeyNavigator will be reflected.

3. Select **Return** to go back to the Loan Inquiry listing.

The screenshot shows the KeyNavigator interface with a navigation bar at the top containing 'KeyNavigator', 'KeyBank', 'Message Center', 'Support', 'Administration', and 'Logout'. Below this is a secondary navigation bar with 'Dashboard', 'Reporting & Research', 'Payables', 'Receivables', 'File Services', 'Card Services', and 'Specialized Services'. The main content area is titled 'Loan Inquiry Detail' and displays the following information:

Name and Address: John A. Doe 123 Main Street Westchester, Ohio 11223	Principal Balance: \$200,980.42
Obligor Number: 0123456789	Line of Credit Availability: \$50,000.00
Obligation Number: 1234567890	Principal Due: \$800.00
Obligation Type: Line of Credit	Interest Due: \$200.00
Rate: 4.5%	Fees Due: \$0.00
Maturity Date: Jan 02, 20XX	Escrow Due: \$0.00
	Total Amount Due: \$1,000.00

Below the details is a section for 'Current Period History (Nov 1, 20XX - Nov 31, 20XX):'

Post Date	Effective Date	Transaction Description	Transaction Amount	Principal Balance	Interest Rate
Nov 23, 20XX	Nov 23, 20XX	Principal Payment	1,000.00	200,980.42	4.5%
Nov 22, 20XX	Nov 22, 20XX	Interest Payment	1,000.00	200,880.42	4.5%
Nov 21, 20XX	Nov 21, 20XX	Renewal Payoff	1,000.00	200,780.42	4.5%
Nov 20, 20XX	Nov 20, 20XX	Principal Payment	1,000.00	200,680.42	4.5%

At the bottom left of the screenshot, a button labeled 'return' is highlighted with a red box.