

MBL Case Study



Credit Union: Altra Federal Credit Union
Location: Onalaska, Wisconsin
Assets: \$1.1 billion
Members: 87,000

Situation: Altra Federal Credit Union (Altra FCU), an 84-year-old credit union with branches spanning nine states, sought to streamline and expand its business services to members.

Actions: Altra FCU entered into a relationship with MBL in order to help them accomplish this goal.

Results: "All of our small business administration (SBA) 7a loans are packaged, processed and serviced by MBL," said Mike Nickel, VP of Business Lending with Altra FCU. "This includes SBA eligibility underwriting, packaging, and documentation. We have found working with MBL to be a thorough, fast, professional and open-ended business relationship. They are great communicators and stay in constant contact with our lending staff to ensure everything is working as it should."

"As our business relationship with MBL has evolved, our loan turnaround timeframe has continued to improve over the past years," said Walt Smanski, Business Lending Officer with Altra FCU. "It



takes fewer people on our end to process SBA loans and also takes the stress of processing SBA loans off our current staff. Our average turnaround time on SBA loans, which was anywhere from 60 to 90 days, is now between 15 and 30 days. I credit that directly to our relationship with MBL and the

streamlined process they offer business lending clients. In the last year, we have added \$11 million to our loan portfolio including our SBA 7A loans."

"Other credit unions looking to work with MBL can anticipate working with an outstanding member service-focused partner that seeks to help improve all aspects of member business lending", added Nickel. "The MBL team, while technically a third party vendor, really steps in more as an active partner in your credit union's success, helping you keep up-to-date with ever-changing rules and regulations when it comes to SBA business lending."

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- Mike Nickel
 VP of Business Lending