

## Loan Policy

At Valley Heartland, we take pride in our long history of working with local businesses to help them successfully start and grow their business. Our staff and Board of Directors are committed to ensuring that the local business community has access to a fair and unbiased approval and appeals process regarding Community Investment Fund loan applications.

How do appeals work?

- Declined applications are immediately discussed with the client by phone and subsequently confirmed by email. If an applicant wishes to appeal a financing decision formally, the Appeal Form must be emailed to the General Manager (email: [tina.stevens@valleycfdc.com](mailto:tina.stevens@valleycfdc.com), subject line: Loan Appeal) within seven (7) business days of the date they were notified of the decline.
- Appeals are brought to the Investment Committee or Board of Directors at the next regularly scheduled meeting for their consideration. If the original decision on the application to decline is upheld, the ruling is considered final, and there is no further recourse to appeal.
- Applicants can re-apply for financing with a new and improved application package. This will be considered a new application subject to an application fee. If the second application is declined, the applicant does not have further recourse to appeal.

