



(19) **United States**

(12) **Patent Application Publication**

Norris

(10) **Pub. No.: US 2003/0191714 A1**

(43) **Pub. Date:**

Oct. 9, 2003

(54) **CLOSED LOOP FINANCIAL TRANSACTION METHOD AND APPARATUS**

(52) **U.S. Cl. 705/43**

(76) **Inventor: Jeffrey A. Norris, Lexington, SC (US)**

(57) **ABSTRACT**

Correspondence Address:
WITHROW & TERRANOVA, P.L.L.C.
P.O. BOX 1287
CARY, NC 27512 (US)

(21) **Appl. No.: 10/408,729**

(22) **Filed: Apr. 7, 2003**

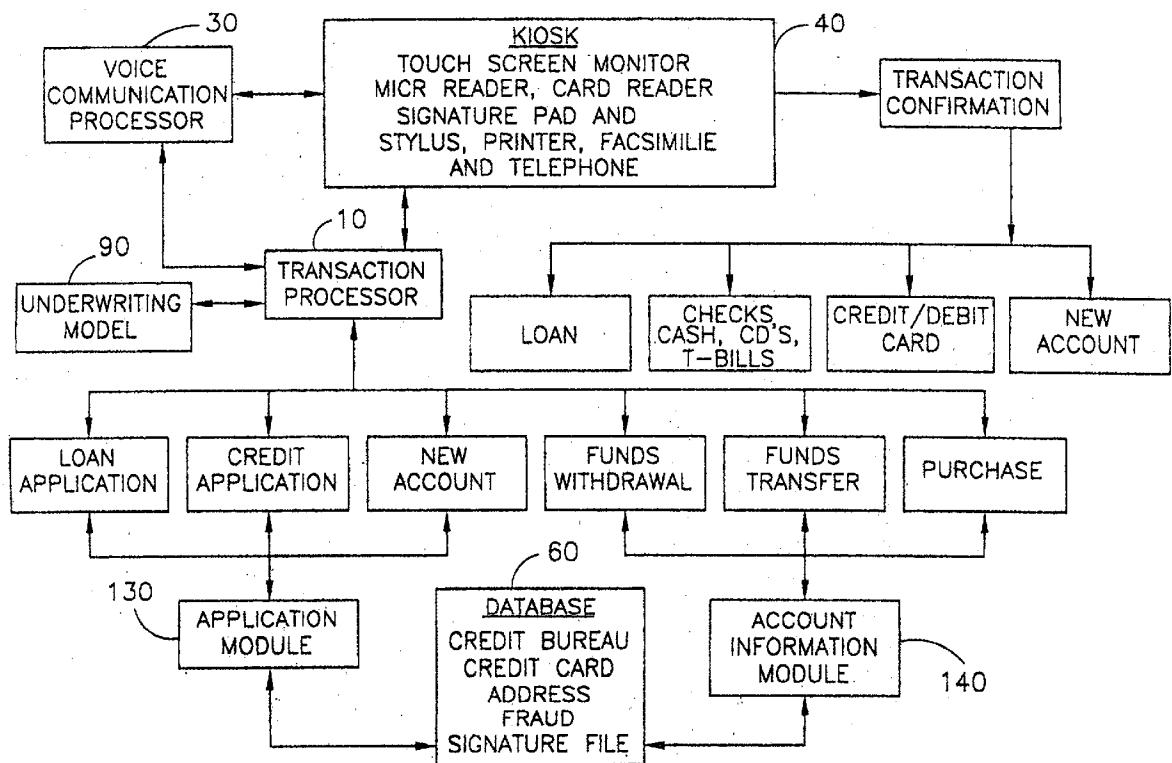
Related U.S. Application Data

(63) Continuation of application No. 09/591,073, filed on Jun. 9, 2000, which is a continuation of application No. 09/305,622, filed on May 5, 1999, now Pat. No. 6,105,007, which is a continuation of application No. 08/732,584, filed on Oct. 15, 1996, now Pat. No. 5,940,811, which is a continuation of application No. 08/327,653, filed on Oct. 24, 1994, now abandoned, which is a continuation-in-part of application No. 08/113,205, filed on Aug. 27, 1993, now abandoned.

Publication Classification

(51) **Int. Cl.⁷ G06F 17/60**

A method and apparatus for closed loop, automatic processing of typical financial transactions, including loans, setting up checking, savings and individual retirement accounts, obtaining cashier's checks, ordering additional checks, issuing credit and debit cards, wire transferring money, and so on. The transactions are provided from a kiosk and controlled by a computer controller interacting with the consumer. In the case of loans, a computer controller helps the consumer in the completion of the application, performs the underwriting, and transfers funds. The computer controller obtains the information needed to process the application, determines whether to approve the loan, effects electronic fund transfers to the applicant's deposit account and arranges for automatic withdrawals to repay the loan. The computer controller reviews documentation requirements including consumer lending and other required documentation with the consumer and obtains acknowledgment of acceptance of terms by having the consumer sign an electronic signature pad. Copies of documents with a digital photograph are printed out by a printer in the kiosk for the consumer. Finally, the kiosk has the capability of imprinting a credit or debit card in response to a consumer request.



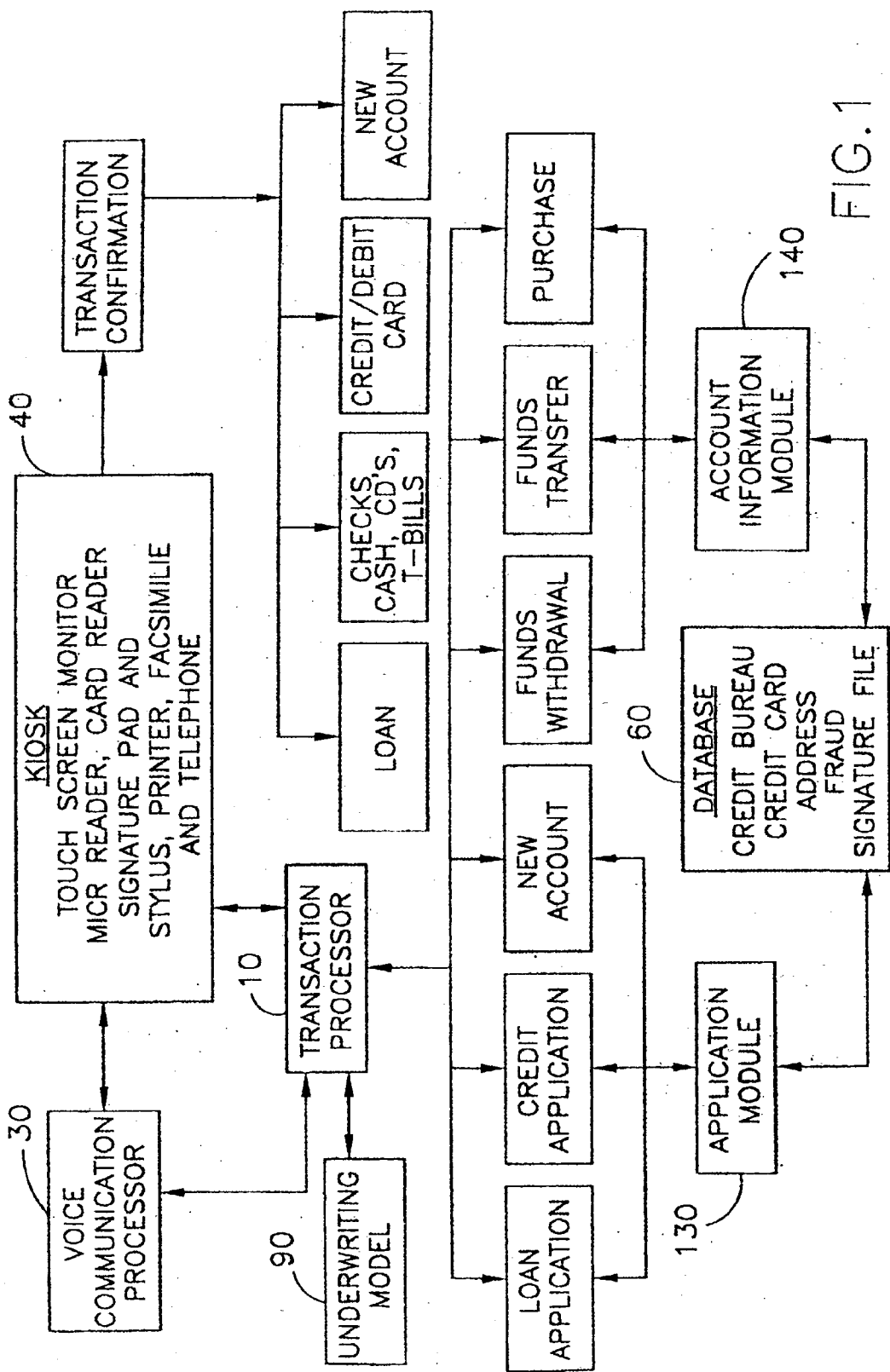
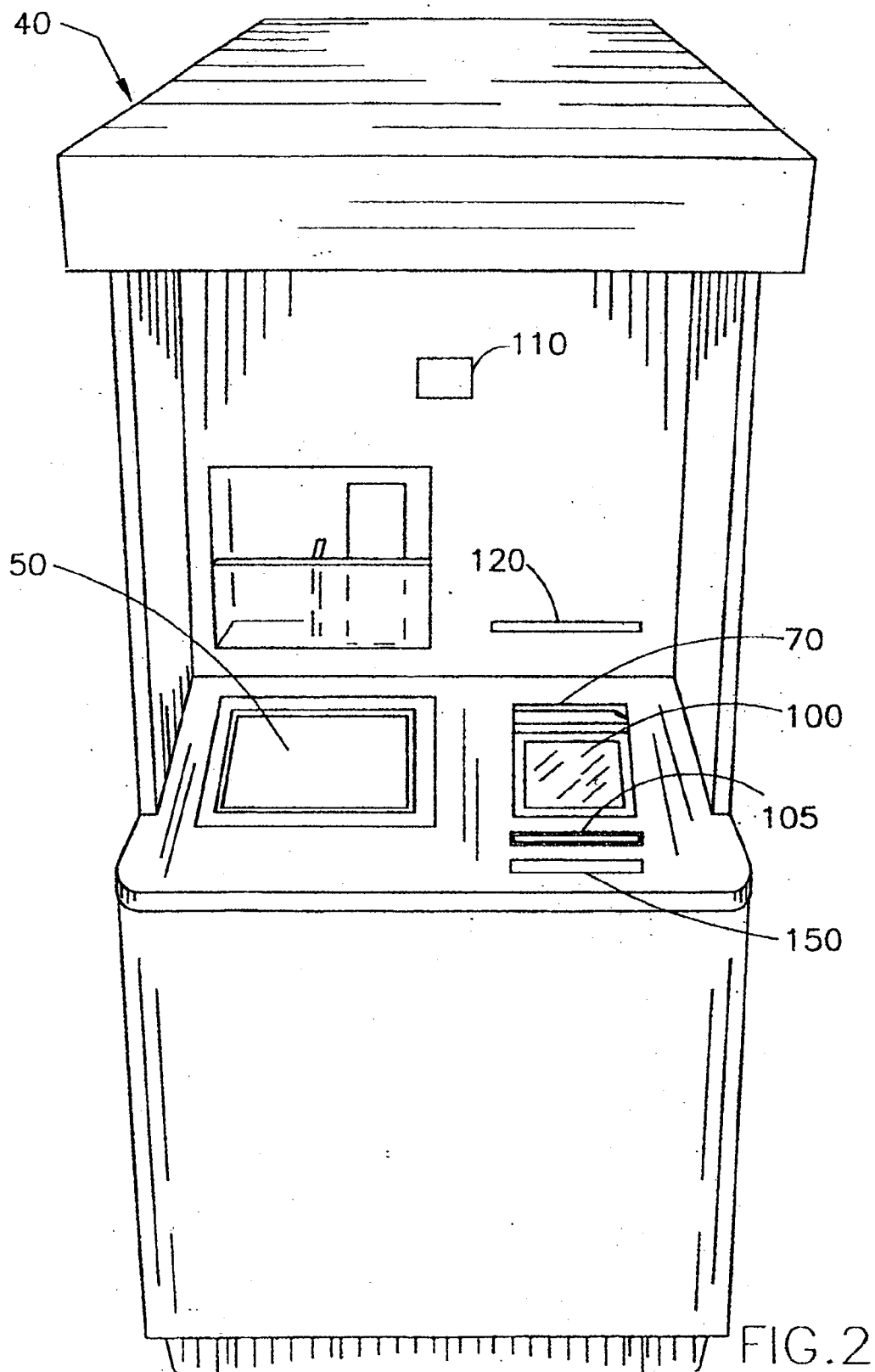


FIG. 1



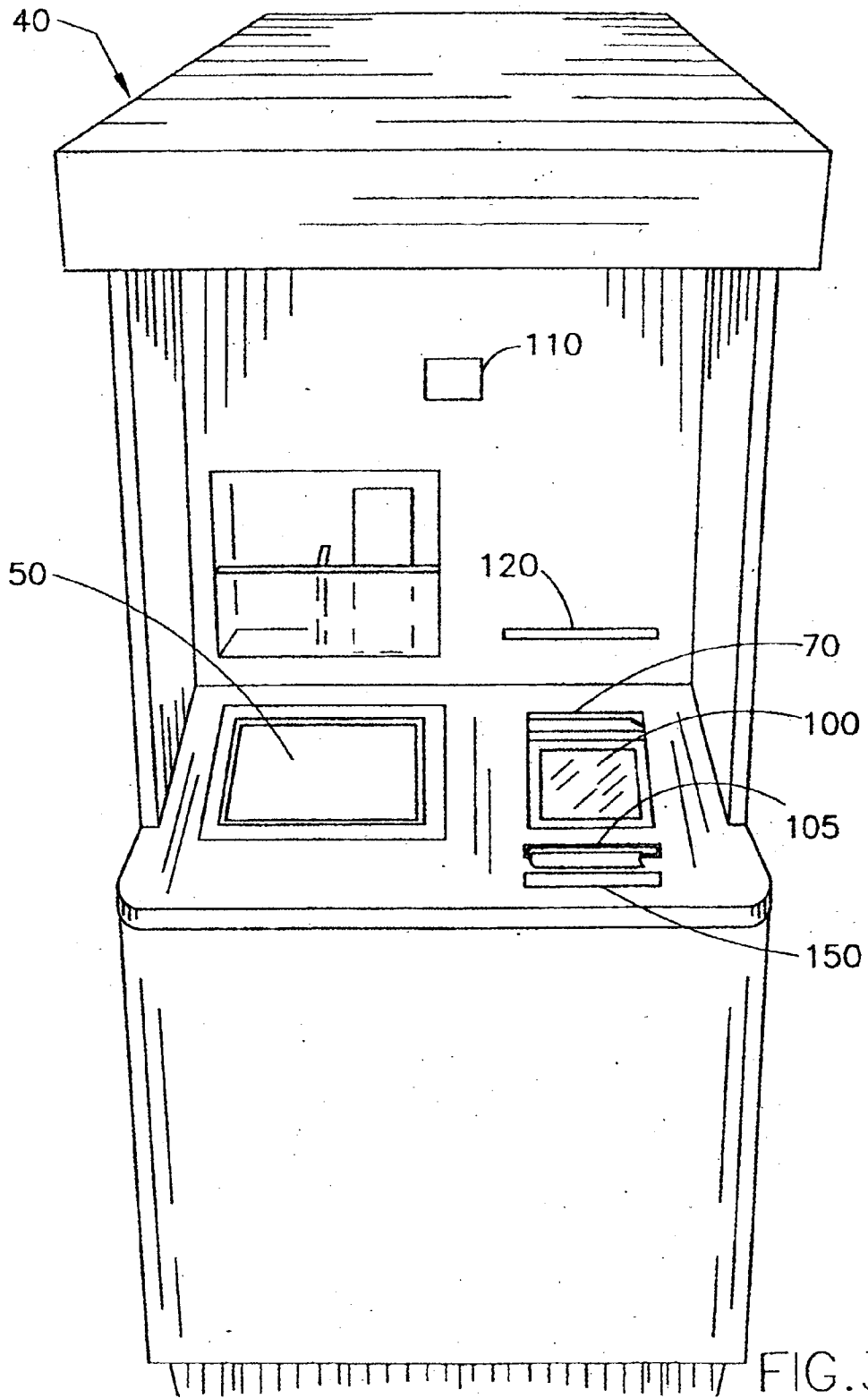


FIG. 3

CLOSED LOOP FINANCIAL TRANSACTION METHOD AND APPARATUS

[0001] The present application is a continuation in part of Serial No. 113,205 filed on Aug. 27, 1993.

BACKGROUND OF THE INVENTION

[0002] 1. Field of the Invention

[0003] The present invention relates generally to closed loop financial transactions. More specifically, the present invention is a method and apparatus for processing financial transactions automatically, including loans, applications for credit, establishment of accounts and other transactions that typically take place at banks.

[0004] 2. Discussion of Background

[0005] Currently, consumers go to banks, credit unions and other types of financial institutions for a wide variety of services. At these institutions, one can deposit and withdraw money, transfer funds from one account to another, establish checking and savings accounts, arrange for automatic deposits to and withdrawals from accounts, apply for credit and debit cards, establish and fund individual retirement accounts, purchase certificates of deposit and savings bonds, obtain cashiers checks, and order checks for checking accounts. Although the numbers and types of financial institutions have proliferated, going to these during normal working hours is still a chore.

[0006] For years, night deposit boxes have made it possible for businesses and individuals to deposit money in a bank after hours. The advent of automatic teller machines make some of these financial services, particularly withdrawal of funds from checking accounts and the obtaining of cash advances against a credit card limit, possible both during the day and after normal banking hours. Of course, many financial transactions can still be handled through the mail. Nonetheless, there remains a significant number of services that can only be provided to a consumer if he or she is willing and able to go to a financial institution to get them.

[0007] An example of one such service is borrowing money. Borrowed money is essential to facilitate commerce and personal finance. Individuals and businesses borrow money on both a short term and a long term basis for better management of their day-to-day financial transactions and to obtain the goods and services they need when they need them. If the need to borrow money is anticipated, the arrangements for borrowing can be made in advance of the need. But financial needs are sometimes not foreseen, and the extent of a financial need is not always known or knowable in advance. Furthermore, these arrangements are usually somewhat of a necessary inconvenience because they take time and effort to complete.

[0008] When an individual needs to borrow money, the lender will not only expect repayment, but will also want to have confidence that the amount lent can be repaid on time. The effort by the borrower to provide the lender with this confidence level will depend on the amount lent. For example, a loan of less than one hundred dollars might be made simply on the basis of knowing that the individual to whom the money is lent has a job. For lending millions of dollars, the lender may want to take a security interest in

assets that have a value in excess of the amount lent, to cover fluctuations in the values of those assets during the time the loan is being repaid.

[0009] Not only will the borrower have an obligation to convince the lender that the borrower is creditworthy, the lender also has obligations to the borrower. For example, in consumer loans, laws require the lender to carefully explain certain aspects of the terms of the loan, and, if the borrower's application for the loan is turned down, the reasons why.

[0010] When time and foresight permit advance arrangement of loans, the act of borrowing can be made much simpler. When time is short and the need for the loan was not anticipated, the act of going through the process of borrowing may be so time-consuming that obtaining the loan may not be possible at all.

[0011] Typically, a business and an individual will either borrow relatively small amounts using credit cards, with pre-approved credit limits or go to a lending institution for larger sums, where the process of completing documentation for borrowing money takes longer and is subject to conditions that must be fulfilled before the loan can be made. Naturally, for large loans the safeguards for the lender take time. But for smaller loans, those above credit-card limits but still below a level where there might be a significant concern of the ability of the lender to repay the loan, there exists a need for greater convenience.

[0012] Other services offered by banks, such as applying for credit cards, are similar to borrowing money insofar as applications must be completed and processed for approval. Others are essentially administrative, such as opening a checking or savings account, obtaining additional checks and obtaining a debit card. All such services must be obtained by going to a bank and completing the necessary documentation, with the attendant inconvenience.

SUMMARY OF THE INVENTION

[0013] According to its major aspects and briefly stated the present invention is a method and apparatus for closed loop processing of financial transactions such as, especially, a loan or credit card application, including completion of the application, underwriting, and transferring of funds. The term "closed loop" means that all the steps involved are performed by a computer that is programmed to make the decision to approve or disapprove the request and to complete all aspects of it, including complying with regulatory requirements, on behalf of the financial institution within minutes of the time the consumer initiates the request for the particular service. In loan application processing, for example, the closed loop includes the steps of transferring the funds to the borrower and arranging for repayment, as well as completing the loan application and underwriting it, including execution of regulatory requirements related to consumer financing, all done without human intervention. In the primary examples presented in the present invention, for loans and credit cards, the apparatus uses a computer controller and a telecommunications link, plus other electronic communications equipment, to enable the complete, automated processing of the application; namely: (1) the exchange of information with the applicant, preferably using "touch-screen" or voice recognition technology; (2) the underwriting, which means the evaluation and, importantly, approval of the application, plus, most importantly; (3)

immediately transferring electronically the funds from a source of funds to the deposit account designated by the applicant; (4) completing of consumer financing regulatory requirements; and, optionally, (5) automatic withdrawals from the applicant's account to repay the loan.

[0014] With respect to financial transactions generally, the present invention is the closed loop performance of financial functions via a computer and monitor mounted in a kiosk, located in convenient places and using "touch-screen" or voice recognition technology, for the consumer to indicate choices and provide information, and an electronic signature pad to obtain the signature of the applicant indicating understanding and acceptance of the terms of the transaction.

[0015] In the example of a loan or credit card, an applicant applies via a variety of communication and electronic routes to make contact with the computer, which responds to the applicant and obtains information using touch-screen technology, in which the consumer applicant indicates a choice or supplies information by touching a computer monitor at the locations provided, or voice recognition technology, where the consumer simply states a choice or other appropriate response recognizable to the computer controller. In the case of a touch screen monitor, the computer controller can sense touching of the screen electronically and determines the location touched. Information about the applicant is also obtained via electronic transfer of data to the computer from one or more databases, including those that provide name and address based on a caller's telephone number, and from credit bureaus that provide credit reports on an applicant given an applicants name, a social security number and an address.

[0016] In a preferred embodiment, the computer capability of the present invention also contains evaluation criteria in the form of underwriting models, that are used to 'score' the application; that is, to make a determination of whether to approve the application based on a computer analysis of factors deemed important in assessing the would-be-borrower's ability and willingness to repay the loan and to quantify the risk of its not being paid.

[0017] Finally, the loan agreement and other documentation, important for assuring that regulatory requirements have been met, are signed by the, consumer using the electronic signature pad, and copies of the agreements with the electronic signature set in place are printed out for the consumer. The processing of the application is done completely and automatically, without human intervention.

[0018] In a preferred embodiment, the user-interface is a kiosk housing a computer controller, at least one telecommunications link, a monitor or "touch-screen" monitor, a camera to make a digital photograph of the applicant, a bank card reader-to-identify an applicant and activate the computer controller, and means for electronically transferring the signature and a photograph of the borrower onto the loan or credit card agreement. The kiosk may be established at a convenient location, such as an airport terminal, a bank, a shopping area or a store selling goods that might carry a price higher than a typical credit card limit, such as a jewelry store or computer sales store, for example. The kiosk can enable the consumer to establish checking and savings accounts, apply for and be immediately issued or sent credit and debit cards, establish and fund individual retirement

accounts, obtain savings bonds and certificates of deposit, arrange for automatic deposits to and withdrawals from accounts, obtain cashier's checks, and order checks for checking accounts.

[0019] An important feature of the present invention is the extent to which the financial transactions are processed by the computer controller and without human intervention. Computers are used to assist in processing applications routinely, but the extent of use here significantly exceeds that known in the art. Here, the processing by computer controller includes underwriting the application and deciding to make or deny the loan (or delay loan approval until more information is provided) or credit, and the issuance of finds in the form of an electronic fund transfer from a source of funds controlled by the computer controller or printing of a check by the printer housed in the kiosk, or issuance of a transaction card, such as a credit, debit or "smart" card, imprinted with the necessary information. The use of the computer to access certain information not within its own memory via telecommunications link also eliminates the need for human-based processing. Avoiding human intervention not only, saves processing time and reduces errors, but also eliminates bias in the decision to approve or deny the application.

[0020] The use of a kiosk to make available to borrowers the communications capability for applying for a loan or credit card is another important feature of the present invention. Kiosks, placed in convenient locations, will contain electronic equipment that facilitates and speeds all of the steps of the application. Importantly, because funds are deposited directly into the borrower's bank account rather than dispersed directly to the borrower from an automatic teller machine, the obtaining of funds from such a kiosk is safer than obtaining funds from a teller machine.

[0021] Yet another feature of the present invention is the use of an electronic signature pad to obtain signatures of consumers for applications, for signature specimens, for indicating an understanding of regulatorily-required disclosures, and for consent to the various financial services provided. Because signatures can be obtained and recorded electronically, there is no need for the consumer to interact with a financial representative handling paper documents, and, therefore, financial transactions can be done at any time of the day. Documents that are to be given to the consumer can be printed out by the printer carried by the kiosk. In fact, the present invention greatly reduces the need for financial institutions to maintain offices and makes it more cost effective for them to provide kiosks in remote areas rather than branch offices.

[0022] Yet another feature of the present invention is the inclusion of a camera to make a digital photograph of the user for placing the photograph on checks, credit cards and loan documents, to prevent fraud and deter theft.

[0023] The use of "touch screen" technology, another feature of the present invention, makes it easier, quicker and more reliable for the consumer to indicate a selection.

[0024] Other features and advantages will be apparent to those skilled in the art of automatic financial transactions from a careful reading of the Detailed Description of Preferred Embodiments accompanied by the Drawings.

BRIEF DESCRIPTION OF THE DRAWINGS

[0025] In the drawings,

[0026] **FIG. 1** is a flow chart illustrating the menu of services and the major steps of an automatic financial lending system according to a preferred embodiment of the present invention;

[0027] **FIG. 2** is a perspective view of the front of a kiosk according to a preferred embodiment of the present invention; and

[0028] **FIG. 3** is an enlarged view of the kiosk of **FIG. 2** according to a preferred embodiment of the present invention.

DETAILED DESCRIPTION OF PREFERRED EMBODIMENTS

[0029] The present invention is a method and apparatus for providing closed loop financial services. In a preferred embodiment, these services include those identified in **FIG. 1**: specifically, making loans, issuing checks (such as cashiers' checks) certificates of deposit, treasury-bills, mutual fund shares, issuing transaction cards, such as credit/debit cards and so-called "smart" cards, and establishing new accounts and depositing funds. The particular examples of loans and credit cards will be described in detail. However, the other services, as will be described presently, can also be obtained in accordance with a preferred embodiment of the present invention. The present invention includes making a loan or obtaining a transaction card automatically, that is, a closed loop financial transaction. By the term "automatically," it is meant that an application is received and processed, the decision to grant the loan or to issue the credit card, and the deposit of the loaned amount to the borrower's account, is made entirely by computers in conjunction with voice and electronic communication equipment. Similarly, in the case of other financial transactions, "automatically" also means each step is bandied by the computer controller without human intervention, assistance or decision-making.

[0030] The term "required documentation" or "documentation required by regulation" refers to documents required by the lender as part of good financial institutional practice for meeting internal requirements and regulatory requirements. With regard to regulatory requirements in particular, the regulations are Federal Reserve Board Regulations B (12 CFR 202 et seq.) and Z (12 CFR 225 et seq) promulgated pursuant to Title I of the Consumer Credit Protection Act (15 USC 1640 et seq.) and the Federal Truth In Lending Act (15 USC 1601 et seq.), respectively. These regulations prescribe the information to be given to a borrower or potential borrower regarding the terms of the transaction and reasons for denial of credit. Financial institutions usually comply with these regulatory requirements by providing the information to consumers in writing and obtaining the consumer's signature that the information was in fact provided and understood.

[0031] "Transaction cards," used in the context of financial transactions, refer to credit, debit, "smart", merchant, or credit identification cards containing information encoded in some way on the card, such as magnetically.

[0032] **FIG. 1** shows a flow diagram according to a preferred embodiment of the present invention. The user

(sometimes referred to herein generally as "consumer" or "applicant" or "borrower" in the case of loan applications) accesses the system by approaching a kiosk **40** (see **FIGS. 2 and 3**) that has either voice recognition capability through a voice communication processor **30** or a monitor so with touch screen capability. Touch screen capability in monitors is well known. To indicate a choice presented by a computer monitor having touch screen capability, the user simply touches the screen at the location indicated. For example, images of a "yes" and a "no" button will appear and, by touching the "yes" button, the consumer mediates an affirmative answer to the question presented.

[0033] Use of voice communication processor **30** requires the consumer to state aloud a choice rather than point to one on monitor **40**. This technology is obviously more sophisticated than touch screen technology but is also well known in several other applications.

[0034] Touch screen monitor **50** or voice communication processor **30** enables the consumer to "talk" to the transaction processor **10**. By so communicating, information can be exchanged and the particular types of transactions selected by the consumer can be completed. Importantly, the consumer is interacting with transaction processor **10** without assistance from employees of the financial institution. Interacting with a transaction processor can be viewed as impersonal, but it can also be viewed as more private and freer of bias.

[0035] Kiosk **40** is activated by drawing an ATM or bank card or equivalent through a magnetically encoded card reader **70** or by providing a member number for credit unions or a merchant number for merchants and finance companies. The information encoded in the magnetic stripe on the back of the card is read by reader **70** and the information passed to transaction processor **10**.

[0036] In a preferred embodiment, transaction processor **10** inquires of the consumer as to the type of transaction desired and selects the corresponding application or account information module, **130**, **140**, respectively, that then assists its informational gathering aches. If the consumer wishes to apply for a loan, credit or to set up a new account, application module **130** is activated to obtain the requisite information from the consumer and comply with lending institution and regulatory requirement associated with the particular application. If the consumer desires to withdraw or transfer funds or to make a purchase or a deposit, transaction processor **10** will activate account information module **140** to move funds from an account or from one source of funds to another account or will issue a check from kiosk **40** to the merchant or directly to the consumer.

[0037] In either case, information must be exchanged with the user. This information comes in part from the consumer's physically indicated or spoken responses to inquiries and in part from a database **60** using the borrower's telephone number for identification. Transaction processor **10** determines caller's name and address from database **60** based on the telephone number of the consumer or, in a preferred embodiment, from information encoded magnetically on a bankcard used by the consumer to activate kiosk **40**. Other than confirmation that the consumer wants to apply for a loan (or, alternatively, to initiate one of the other transactions possible), the amount desired, and the term, transaction processor **10** initially needs only the applicant's

name, address and social security number for identification. This information is used to obtain a credit report from a credit bureau.

[0038] The applicant's credit report is obtained from the credit bureau by transaction processor **10**, evaluated using an underwriting model **90**, to be described more fully below, and a decision is made based on the results of the evaluation by underwriting model **90**, which results are in the form of a score and an associated risk actor, to grant or deny the loan or it card application. Transaction processor **10** informs the borrower of the decision and, if the application is granted, presents the terms of the financial transaction to the applicant via monitor **50**. If the borrower accepts the terms of the loan or edit card, the borrower can sign the documents electronically using an electronic signature pad **100** on kiosk. The same approach can be used to verify in writing the act that the borrower understood the terms of the loan or credit card, as required by law, or, if the loan or credit card is denied, that the borrower received a copy of the negative determination letter with its explanation as to why the application was denied. In each case the consumer's signature on the documentation can be secured electronically.

[0039] When transaction processor **10** has received the credit report, it sends the report electronically to underwriting model **90** (which could be interfaced with a "neural network," a type of computer program that adapts an underwriting model to lending experience) to begin the evaluation of the application. The evaluation may proceed by iterating among a set of criteria that are weighted. In the present application, one criterion that may be used in deciding to approve the application is that the applicant have a full time job; this criterion may in fact have the greatest weight. However, if the borrower owns a home and has several bank accounts, criteria directed toward these assets might outweigh the lack of a job.

[0040] Analyzing the loan or credit card application involves determining a score on which granting or denying the loan or credit card will be based. A typical scoring system simply assigns points to various factors that may be considered in the loan or credit granting determination. Preferably, however, an underwriting model is used for scoring the application or at least for updating on a periodic basis the points applied by a more traditional scoring system.

[0041] Underwriting model **90** is established by first identifying criteria that might have a bearing on the ability and willingness of the borrower to repay the loan or credit card. Then historical data is gathered to determine the influence, or weight, to be given to each criterion. The data is examined and the initial set of weighting factors are applied to develop estimates of the actual outcome of the data. The model's estimates are compared to the actual outcome, and the weights are adjusted to make the estimates closer until the outcome predictions have been optimized. Underwriting model **90** uses information calculated from the credit report, such as the ratio of debt to liquidity. An underwriting model designer will also make a judgment on how few criteria are needed to make a sufficiently accurate prediction. There are commercially available computer programs, known to those skilled in the art of computer decision-making, that can be used to develop underwriting models for the lending model upon entering the criteria and initial weighting factors.

[0042] If the analysis of underwriting model **90** determines that the loan should be made or the credit card issued,

additional information is confirmed by transaction processor **10** from data obtained from database **60** or a credit bureau or is obtained from the borrower using transaction processor **10**, namely, the borrower's deposit account number, the caller's facsimile number; and the caller's acceptance of automatic withdrawal. Then, the terms and conditions of the loan or credit card must be established in writing and the borrower's signal obtained. Obtaining the signature of the borrower can be accomplished using an inkless electronic signature pad **100** and electronic pen **105** that, when the borrower makes a signature while holding pen **105**, recreates, though digital technology, the signature of the borrower on the signature line of the documents displayed on the personal computer monitor.

[0043] A camera **110** carried by kiosk **40** can be used to take a photograph of the applicant digitally. A digitally generated photograph of the applicant can be placed on documents near the signature location. The signed documentation is printed using a facsimile or a laser printer (not shown) in kiosk **40**. The documentation may include a copy of the digitally-generated photograph next to the signature and is issued through a printer port **120**.

[0044] Transaction processor **10** then issues an electronic instruction to a source of funds such as lending institution (not shown) to transfer electronically the borrowed amount to the borrower's bank account at a deposit institution (not shown). Before the application is approved, however, there are several checks made by transaction processor **10** to prevent fraud. For example, the name of the applicant and the applicant's signature is verified, both electronically. Information obtained from the applicant including date of birth and the number of years with present employer, is compared to that available from a credit report or other sources such as the national death and birth records, drivers' licenses, criminal records, etc.

[0045] In a preferred embodiment, part of the terms of the lending agreement include permission from the borrower for the lender to make an automatic, periodic withdrawal from the borrower's bank account for repaying the loan. The automatic direct deposit by electronic fund transfer to and the automatic withdrawal of payment from the borrower's deposit account are especially important features of the present invention because they eliminate portions of the process from human control and delays. Also, if the borrower has an immediate need for the loan, direct deposit will make these funds available as quickly as possible, avoiding delays resulting from mailing, lost checks, the time taken for a check to clear, and the need to go to the deposit institution to make the deposit. Any documentation requiring the borrower's signature, including consumer lending disclosure information, will be handled as discussed previously.

[0046] No human needs to intercede. Transaction processor **10** communicates with the borrower to extract information from data base **60** and a credit bureau; underwriting model **90** makes the decision to lend, and transaction processor **10** obtains the signature of the borrower on the lending agreement using signature pad **100**. Processor **10** effects the electronic fund transfer and arranges for automatic withdrawal of monthly payments. Throughout the process, transaction processor **10** will interact with the borrower using monitor **50** of kiosk **40** to prompt the borrower, who can indicate on the touch screen responses to processor **10**

for the latter to obtain the credit report and process the application. Loan or credit documentation can be stored electronically by processor **10** in kiosk **40**, or be transmitted by modem (not shown) within kiosk **40** and connected electronically to transaction processor **10**, printed using an internal printer, and the copies of the forms issued through printer port **120**.

[0047] As an example of the prompting that can be done, transaction processor **10** can ask: "Are you currently employed? Press 'yes' or 'no.'", "How much is your monthly income?", or "How much do you spend per month?" This information, provided by way of example, would be available from a credit report, but can be confirmed by prompting a response. Alternatively, if the information is asked and the responses, based on a partial analysis, indicate that the loan cannot be made or credit not extended, the applicant can be so informed by printing a regulatory-compliant credit denial letter, and the time, need and cost of obtaining a credit report can be avoided. The answers to the prompts can be input by the borrower by using 'touch screen' monitor **50** in kiosk **40**.

[0048] After approving the loan or credit card application, transaction processor **10** will review with the borrower the information relevant to the loan or issuance of a credit card, such as the account number to which the direct deposit will be made and the name of the deposit institution, the account number and name of the automatic withdrawal institution, the date of the month and the first month the automatic withdrawal will begin, the address and payee if the check is not intended for deposit into an account, late charges that could apply, the finance charge, the annual percentage rate, the total cost of all the payments, and the total amount financed. This information needed from the borrower regarding his or her accounts can be obtained by transaction processor **10** after underwriting model has made the determination to make the loan or issue the credit card.

[0049] The preferred embodiment for enabling a borrower to complete a loan or credit card application is housed in kiosk **40**. FIGS. 2 and 3 depict kiosk **40** for use by an applicant in initiating an application. A kiosk is basically a housing that can contain all of the equipment for a borrower to use in contacting and communicating with a remote, centrally located transaction processor **10**, or, alternatively, kiosk **40** can contain processor **10**. Kiosk **40** includes monitor **50** with touch screen capability, a magnetic bank card reader **70** that enables a bank card to be read to identify an applicant as well as the applicant's bank and corresponding checking account, a magnetically encrypted card reader, an internal printer with communications link (not shown in FIGS. 2 and 3) and, in a preferred embodiment, electronic signature pad **100** and associated electronic pen **105** and a security camera **110**. Signature pad **100** is a surface that converts the motion of electronic pen **105** as borrower holds it and goes through the motions of making a signature to an electronic image of a signature and transfers it electronically to transaction processor **10**. Camera **110** takes a digital photograph of the consumer and transmits it to transaction processor **10** for application to checks, credit or debit cards, so-called "smart" cards, and loan documents. "Smart" cards are plastic cards with magnetically encoded information about the bearer of the cards, including such information as name, address, telephone number, social security number, any pertinent medical data, next of kin, account information, and so on.

[0050] In use, an applicant will enter kiosk **40** and indicate using "touch screen" monitor **50** his interest in a loan or any of the other financial services offered. He will be prompted by transaction processor via monitor **50** to run a credit, debit, "smart", ATM or merchant card through a card reader **70** to identify himself or, alternatively, may simply enter sufficient other information to validate his identity. Transaction processor **10** will access one or more databases **60**, such as a credit bureau, to obtain a credit report, to run a fraud analysis, for signature verification, or to see if the consumer has written bad checks or the card is stolen. As before, the information obtained from the applicant and from the credit report will be scored, preferably using underwriting model **90**, to determine whether or not to approve the application. Whether approved or disapproved, the applicant will be so informed and the loan or credit information or, if appropriate, a loan/credit denial letter provided. The signature of the applicant can be obtained using electronic signature pad **100**, and a signed copy of the agreement printed out through printer port **120** with a digitized photograph of the applicant. Meanwhile, the electronic transfer of funds will have been arranged and communicated to applicant (or to a merchant or dealer selling the item purchased with the loan) as well as obtaining the borrower's permission via a signed consent form done in similar fashion to have his deposit account automatically debited to repay the loan. All regulatory requirements will be met by presenting information to the consumer via monitor **50** and obtaining concurrence of understanding by a signature using signature pad **100**.

[0051] As stated above, loans and credit cards are but one of many types of services that can be provided by a kiosk of the type described or with slight modifications. In fact, all the basic services provided by financial institutions—depositing and withdrawing money, transferring funds from one account to another, establishing checking and savings accounts, arranging for automatic deposits to and withdrawals from accounts, applying for credit/debit/smart cards, establishing and funding individual retirement accounts, purchasing certificates of deposit, savings bonds, and mutual fund shares, obtaining cashiers checks, and ordering checks for checking accounts—can be done using the kiosk and computer controller of the present invention.

[0052] For example, and referring to FIG. 3, if a consumer has a checking or savings account with a particular bank and desires a debit card, one that enables him to debit such an account for purchases or to obtain cash, he can use the features of a kiosk **40**, including a transaction processor **10** (see FIG. 1) and a touch screen monitor **50**, its electronic signature pad **100**, credit card reader **70**, document and check printer (not shown), printer port **120**, and credit/debit card port **150**. In a procedure somewhat similar to applying for a loan, the consumer can apply for a credit card with a credit limit or a debit card that draws on his or her account. If, instead of a loan, the applicant wants a line of credit or has an account with a bank a credit or debit card, respectively, can be imprinted by transaction processor, including a copy of the digital photograph taken with camera **110** and issued from kiosk **40** through credit card port **150** from a supply of cards kept within kiosk **40**.

[0053] In establishing a checking or savings account, the consumer can transfer funds from another account to set up the new account or feed in a check to a scanner for deposit to the new account. Identifying the signature specimen can

be obtained by the signing of electronic signature pad **100**. Regulatory approvals can be obtained by first displaying documents. On the monitor screen, highlighting those requiring careful explanation and obtaining both the consumer's acknowledgment that they were explained and that he understood them. Copies of the documents can be printed out for the consumer to take with him by the printer carried in kiosk **40**.

[0054] It will be apparent to those skilled in the art that many modifications and substitutions may be made to the foregoing preferred embodiment without departing from the spirit and scope of the present invention which is defined by the following claims.

1. A loan processing system providing closed loop loan processing over a communication network from at a remote interface, said loan processing system comprising:

- a. a data processing system with associated memory having underwriting criteria bearing on the ability and willingness of a loan applicant to repay the loan based on prescribed data obtained from the loan applicant and information about the loan applicant from at least one database containing information about the loan applicant relevant to the ability and willingness of the loan applicant to repay the loan;
- b. a communication interface electronically coupling said data processing system to the remote interface;
- c. without human assistance, said data processing system adapted to:
 - i. receive the data from the loan applicant via the remote interface;
 - ii. send a required disclosure regarding the terms of the loan to the loan applicant at the remote interface;
 - iii. receive acknowledgement of the required disclosure by the loan applicant at the remote interface;
 - iv. access the at least one database for information relevant to the loan applicant's identity and for information relevant to the loan applicant's ability and willingness to repay the loan;
 - v. compare certain of the information received from the loan applicant and certain of the information received from said at least one database relevant to the loan applicant's ability and willingness to repay the loan with said underwriting criteria to provide an underwriting result;
 - vi. based on said underwriting result, send a result to the remote interface informing the loan applicant whether or not the loan was approved.

2. The loan processing system of claim 1 wherein said data processing system sends the required disclosure regarding the terms of the loan to the applicant at the remote interface before said data processing system performs the action in (i).

3. The loan processing system of claim 1 wherein said data processing system sends the required disclosure regarding the terms of the loan to the applicant at the remote interface before said data processing system performs the actions in (iv)-(vi).

4. The loan processing system of claim 1 wherein said data processing system sends the required disclosure regard-

ing the terms of the loan to the applicant at the remote interface after said data processing system performs the action in (iv).

5. The loan processing system of claim 1 wherein said data processing system sends the required disclosure regarding the terms of the loan to the applicant at the remote interface after said data processing system performs the action in (v).

6. The loan processing system of claim 1 wherein said data processing system sends the required disclosure regarding the terms of the loan to the applicant at the remote interface after said data processing system performs the action in (vi).

7. The loan processing system of claim 1 wherein said required disclosure is a consumer lending law.

8. The loan processing system of claim 1 wherein said required disclosure is comprised from the group consisting of regulatory requirements, the Federal Reserve Board Regulations B and Z, Title I of the Consumer Credit Protection Act, and the Federal Truth In Lending Act.

9. The loan processing system of claim 1 wherein the required disclosure regarding the terms of the loan include the amount of the loan, the monthly payment, and the term of the loan.

10. The loan processing system of claim 1 wherein said acknowledgement of the required disclosure by the loan applicant at the remote interface is an electronic signature.

11. The loan processing system of claim 1 wherein said acknowledgement of the required disclosure by the loan applicant at the remote interface is an electronic data file transmission.

12. The loan processing system of claim 1 wherein said communication interface is further adapted to electronically deliver loan documentation to the loan applicant.

13. The loan processing system of claim 1 wherein said data processing system is further adapted to verify the loan applicant's identity by comparing certain of the information received from the loan applicant with information received from at least one database relevant to the applicant's identity.

14. The loan processing system of claim 1 wherein said data processing system is further adapted to automatically direct issuance of proceeds for the loan as requested by the loan applicant in real time if the requested loan is approved and accepted by the loan applicant.

15. The loan processing system of claim 13 wherein said data processing system is further adapted to issue the proceeds by effecting an electronic funds transfer of an approved loan amount from the lending institution's account to a designated account.

16. The loan processing system of claim 13 wherein said data processing system is further adapted to issue the proceeds by effecting printing of a check.

17. The loan processing system of claim 13 wherein said data processing system is further adapted to issue the proceeds by effecting printing of a check at the remote interface.

18. The loan processing system of claim 13 wherein said data processing system is further adapted to periodically effect an electronic funds transfer of an approved payment amount from the applicant's account to the lending institution's account for automatic repayment.

19. The loan processing system of claim 1 wherein the at least one database includes credit bureau information relating to the applicant.

20. The loan processing system of claim 1 wherein said data processing system is configured to electronically transmit an image of a loan agreement to the remote applicant interface for display on the remote interface.

21. The loan processing system of claim 1 wherein said data processing system is adapted to receive an electronic signature from the applicant via the remote interface.

22. The loan processing system of claim 1 wherein said data processing system is adapted to transfer an electronic image of documents scanned at the remote interface.

23. The loan processing system of claim 1 wherein said data processing system send a result to the remote interface informing the loan applicant that the decision regarding loan approval is delayed if the loan was not approved based on said underwriting result

24. A method for providing closed loop loan processing over a communication network from at a remote interface, comprising the steps of, without human assistance:

- a. receiving prescribed data about the loan applicant from the remote interface;
- b. sending a required disclosure regarding the terms of the loan to the loan applicant at the remote interface;
- c. receiving acknowledgement of the required disclosure by the loan applicant at the remote interface;
- d. accessing at least one database for information relevant to the loan applicant's identity and for information relevant to the loan applicant's ability and willingness to repay the loan;
- e. comparing certain of the information received from the loan applicant and certain of the information received from said at least one database relevant to the loan applicant's ability and willingness to repay the loan with said underwriting criteria to provide an underwriting result; and
- f. based on said underwriting result, sending a result to the remote interface informing the loan applicant whether or not the loan the loan was approved.

25. The method of claim 24 wherein said step (b) is performed before said step (a).

26. The method of claim 24 wherein said step (b) is performed before said steps (d).

27. The method of claim 24 wherein said step (b) is performed after said step (d).

28. The method of claim 24 wherein said step (b) is performed after said step (e).

29. The method of claim 24 wherein said step (b) is performed after said step (e).

30. The method of claim 24 wherein said required disclosures is a consumer lending law.

31. The method of claim 24 wherein said required disclosure is comprised from the group consisting of regulatory requirements, the Federal Reserve Board Regulations B and

Z. Title I of the Consumer Credit Protection Act, and the Federal Truth In Lending Act.

32. The method of claim 24 wherein the required disclosure regarding the terms of the loan include the amount of the loan, the monthly payment, and the term of the loan.

33. The method of claim 24 wherein said step of receiving acknowledgement further comprises receiving an electronic signature by the loan applicant at the remote interface.

34. The method of claim 24 said step of receiving acknowledgement further comprises receiving an electronic data file transmission by the loan applicant at the remote interface.

35. The method of claim 24 further comprising the step of electronically deliver loan documentation to the loan applicant.

36. The method of claim 24 further comprising the step of verifying the loan applicant's identity by comparing certain of the information received from the loan applicant with information received from at least one database relevant to the applicant's identity.

37. The method of claim 24 further comprising the step of automatically direct issuance of proceeds for the loan as requested by the loan applicant in real time if the requested loan is approved and accepted by the loan applicant.

38. The method of claim 37 further comprising the step of issuing the proceeds by effecting an electronic funds transfer of an approved loan amount from the lending institution's account to a designated account.

39. The method of claim 37 further comprising the step of issuing the proceeds by effecting printing of a check.

40. The method of claim 37 further comprising the step of issuing the proceeds by effecting printing of a check at the remote interface.

41. The method of claim 37 further comprising the step of periodically effecting an electronic funds transfer of an approved payment amount from the applicant's account to the lending institution's account for automatic repayment.

42. The method of claim 24 wherein the at least one database includes credit bureau information relating to the applicant.

43. The method of claim 24 further comprising the step of electronically transmitting an image of a loan agreement to the remote applicant interface for display on the remote interface.

44. The method of claim 24 further comprising the step of receiving an electronic signature from the applicant via the remote interface.

45. The method of claim 24 further comprising the step of transferring an electronic image of documents scanned at the remote interface.

46. The method of claim 24 further comprising the step of sending a result to the remote interface informing the loan applicant that the decision as to whether or not the loan was approved is delayed until more information about applicant is provided.

* * * * *