

Loan-servicing exception checklist

Ten evidence checks for payment and charge exceptions. Use one case to record what is confirmed, what is missing and who acts next.

Get the editable workbook and completed EX-001 review at lokta.ai/resources/loan-servicing-exception-checklist/.

01. Identify the case

Record the case ID, loan reference, event time, channel and external transaction reference. Use references to approved systems instead of copying personal data.

Can another operator find the same event?

03. Check matching and duplicates

Verify the account mapping, external reference and prior processing history. Check whether the same financial event has already affected the loan.

Would a retry create a second posting?

05. Confirm the applicable policy

Record the policy or agreement version that governs the proposed correction, allocation, refund or adjustment. Escalate an unclear rule.

Which approved rule supports the proposed action?

07. Check authority before acting

Confirm required permissions and approvals before a financial change or borrower communication. Preserve the approval or the reason no approval is required.

Is the actor authorised for this specific action?

09. Communicate the supported outcome

Explain what was confirmed, what changed and what remains open. Use an approved channel and retain the communication reference.

Does the explanation match the verified account state?

02. Establish the source facts

Compare the bank or payment-provider record with the loan record. Distinguish a reported payment from confirmed receipt and settlement.

Which source supports each status and amount?

04. Locate the break

Identify the last completed step: receipt, settlement, matching, posting, allocation, reconciliation or communication. Preserve the failed response or exception reason.

Where did the records stop agreeing?

06. Assign the next action

Name one accountable owner, the proposed action and a review time. Record any dependency on a bank, partner, finance team or specialist.

Who acts next, and what are they waiting for?

08. Verify execution and balances

Record the execution reference, posting date and before/after balances, including suspense where applicable. Reconcile receipt, posting, allocation and the unresolved amount. Check whether charges, overdue status, collections contacts, debit re-presentations or bureau records during the gap need review under lender policy. A retry response alone is not completion evidence.

Do the records reconcile, and do any related effects need review?

10. Close with evidence

Retain the cause, source references, action, approvals, execution result and closure check. Record recurring causes for a separate policy or system review.

Could another reviewer reconstruct the resolution?

Start with the exception in front of you

Find the first evidence to inspect, then complete the ten checks. Keep personal data in approved systems and record references in the workbook.

Exception	Evidence to inspect	Control to retain
Payment not reflected	Receipt, settlement, account match and posting outcome	Do not infer a posted credit from a payment screenshot.
Duplicate or late event	External event identity, processing history and prior financial effect	Check existing effects before replay or retry.
Partial or excess receipt	Amount received, allocation policy and unresolved balance	Apply the existing approved treatment; do not invent a new waterfall.
Unmatched receipt	Bank reference, matching evidence and suspense ownership	Do not guess the borrower or account.
Reversal or correction	Original transaction, reason, authority and resulting balances	Retain the original record and the correction trail.
Refund pending	Refund approval, instruction status, external outcome and reconciliation	An instruction sent is different from a confirmed refund.
Mandate or payment failure	Provider response, failure category and permitted next action	Re-presentation follows the lender's applicable policy and permissions.
Borrower disputes a charge	Agreement, charge computation, account events and decision authority	Do not promise a waiver before the decision is authorised.

Keep different states separate. A file can be accepted while a row fails. A refund can be instructed while its outcome remains unknown. A received payment can still have an unresolved account posting.

Further reading: [Loan reconciliation in an LMS](#) · [Payment appropriation](#) · [How to use AI agents in loan servicing](#)

Payment received, posting rejected

Synthetic worked example. No customer or production data.

A borrower reports that an INR 10,000 payment is missing from the loan account. The bank record confirms receipt. The import accepted the file but rejected this row because the loan reference was missing.

Case EX-001 · Loan DEMO-104 · 21 September 2026. Times illustrate sequence, not response deadlines. All references and policy choices below are invented.

09:00	Receipt confirmed BANK-DEMO-91 confirms INR 10,000 received. The loan account has no corresponding posting.
09:10	Break identified IMPORT-DEMO-17 shows the row was rejected for a missing loan reference. File acceptance did not establish row success.
09:20	Match and duplicate check MAP-DEMO-04 links the bank's virtual-account reference to DEMO-104. The receipt amount and transaction reference agree. The posting history shows no prior effect for BANK-DEMO-91.
09:35	Correction approved A separate authorised reviewer approves the mapping repair under the lender's existing procedure. APR-DEMO-03 records the decision.
09:40	Single posting verified After a fresh duplicate check, TXN-DEMO-22 posts INR 10,000 once. This example's approved procedure uses the receipt date, 21 September 2026. Allocation follows that procedure.
09:45	Reconciliation completed REC-DEMO-08 reconciles receipt, posting and suspense clearance. EFFECT-DEMO-02 records no related charge, overdue, collections, re-presentation or bureau effect requiring action in this example. The receipt is resolved; the loan's remaining balance is not assessed here.
09:50	Borrower informed The operator sends an approved explanation of the confirmed posting and retains COMM-DEMO-06.

Receipt confirmed: INR 10,000. Posted once: INR 10,000. Receipt unresolved: INR 0. These amounts do not establish the loan balance.

At 10:00, the closure reviewer retains CLOSE-DEMO-01 after checking reconciliation and communication evidence. The missing-reference cause enters a separate import-validation review. All people, references and policy choices are synthetic. Times illustrate sequence, not a service-level deadline or a Lokta deployment.