



STATEMENT OF ROBYN WALLER, AREA MANAGER
ANDERSON FINANCIAL SERVICES, dba LOANMAX
SPECIAL COMMITTEE ON FINANCIAL INSTITUTIONS AND INSURANCE
REGARDING
UCCC CREDIT SERVICES AND 2017 HB 2267
OCTOBER 11, 2017

Good Afternoon. My name is Robyn Waller, Area Manager, with LoanMax Titles loans. I have been an employee of LoanMax for a little over 13 years. In the state of Kansas, we operate 29 stores in more than a dozen communities, employing 75 people with good jobs and benefits.

At LoanMax, getting a loan is quick and easy and that is why a majority of our customers enjoy our service. We are straightforward on the terms and conditions of the loan and relate to our customers. When our clients come in we ensure that they are not just getting a loan, they are getting great customer service from people that genuinely take pride in helping them. I have attached a copy of one of our documents to my testimony. We want our customers to understand the loan conditions and their options.

Our customers are great and come from a variety of different backgrounds. From local business owners to table waiters, our customers all had one thing in common when they came to us: we were there when they needed help. Recently I received an emailed commendation for one of our Wichita locations. The customer stated, "LoanMax was straight forward with the contract and quite friendly when dealing with me...." He went on to state, "I personally am very grateful for LoanMax's help, I was in a very tight spot and needed money extremely quickly which they were able to provide the day I went in! I can't thank you guys enough for your help!! Without your help, I don't know where I would be."

Having been born and raised in Wichita, I value my family and my community. I started working at LoanMax many years ago because I saw the same in them. We are more than a company, we are family and a part of this community. I have watched not only my employees grow but I have also witnessed their children grow. LoanMax believes in being more than just a financial service, we love to be involved and invested in our community too. Over the course of a year, LoanMax has contributed to a number of local charities and organizations such as: Leukemia Lymphoma Society of Kansas, Muscular Dystrophy Association of Kansas, Wichita's Littlest Heroes, Girls Scouts, Boy and Girls Club Of Kansas, Positive Directions of Kansas, Music Theater for Young People-Wichita, Laughing Feet Performers, Young Professionals of Wichita, Wichita Chamber of Commerce, Kansas Chamber of Commerce and the ongoing renovation of Wichita's Dunbar Theatre. As you can see Loan Max is more than a title loan company, we are a part of this community.

I would like to thank you for giving me an opportunity to speak to you on behalf of our customers, employees, and our company. And would be happy to answer any questions on how our loan process works.

