



Mortgage Broker Program FAQs

1. What is my user ID/password to access the portal?

You can provide your contact information to our customer service team at dealersupport@ecohomefinancial.com or call our Customer Service toll free number 1-833-MYLOAN1 (695-6261) to request this information.

2. What is my customer's next steps once their application has been submitted and approved?

Your customer will receive an email and/or SMS message in order to create their myhome wallet profile and can proceed to schedule their home improvement project.

3. What is the status of my client's loan application?

The application status for your client can be viewed on your portal home page. For further questions regarding specifics of the application, please contact Customer Service at dealersupport@ecohomefinancial.com or call our Customer Service toll free number 1-833-MYLOAN1 (695-6261).

4. Where can I see the status of all my deals?

The status of your deals can be viewed at any time on your portal home page and a list of all status' can be found in your Portal User Guide.

5. Why didn't this consumer application get approved? Can they have a new bureau pulled?

For privacy reasons, and given that the consumer has not consented to having credit information disclosed, we are not able to discuss reasons behind credit decisions with you unless the customer is present. We recommend the Broker and consumer call together our Customer Service toll free number 1-833-MYLOAN1 (695-6261) with any credit inquiries, or have the consumer email us directly at dealersupport@ecohomefinancial.com.

6. Can we do a second look for this consumer and approve at a higher loan amount?

Yes, if the consumer requires additional loan amount we will gladly revisit the application and determine what additional information is required.

Please have the applicant contact Customer Service at dealersupport@ecohomefinancial.com or call our Customer Service toll free number 1-833-MYLOAN1 (695-6261).

7. When do I get paid my referral fee for the approved lead and utilized loan?

Please contact your Corporate representative for information on this process.



Mortgage Broker Program FAQs continued

8. What are your hours of operation?

You can always reach a Customer Service Representative from Monday to Friday 8:30 am to 9:00 pm EST and Saturdays 10:00 am to 6:00 pm EST.

9. What is the maximum amount of your loans?

We offer auto pre-approved loans to a maximum of \$20,000. Loans over \$20,000 may be available with proof of income and further review.

10. What is the maximum term available?

36 to 60 month terms are available with amortizations up to 180 months.

11. What does your credit criteria look like?

EcoHome Financial has a proprietary credit scorecard that leverages applicant(s) information and relevant credit history information to adjudicate loans. General requirements include: 1) Applicant(s) must be at least the age of majority in your province or territory of residence, 2) Main applicant must be a registered owner on the property of the installation site & 3) Applicant(s) with poor, limited or no credit history are subject to manual review process. Employment, income and debt evaluation is required for all loans that are evaluated through the manual review process.

12. What languages do you service?

We currently only service in English.

13. Does the dealer selected for this job need to be part of your network?

Yes, only EcoHome Financial approved dealers will be used. However, if there is a dealer you would like to have added to our network to complete your project, please have them send an email to dealerapps@ecohomefinancial.com with Dealer name, address, email & company name to begin the process of onboarding them into our network.

14. How do we add a dealer to your Network?

Only EcoHome Financial approved dealers can be used for a current job. If your dealer would like to join our network, please have them send an email to dealerapps@ecohomefinancial.com with Dealer name, address, email & company name to begin the process of onboarding them into our network.

15. Is there a Broker Helpdesk or Inbox/email address where I can submit questions/concerns?

Please send any questions or concerns to brokerapps@ecohomefinancial.com.