

Consumer Finance Program

Powered by Service Finance Company, LLC

Frequently Asked Questions

We have made every effort to provide accurate answers to these Frequently Asked Questions, however if additional information is required, please contact Service Finance Company at info@svcfinc.com or 877-661-6793

Frequently Asked Question Categories

1. Consumer Finance Program Introduction & Basic Information
2. Dealer Enrollment
3. Dealer Training
4. Financing Product Description
5. Loan Approval Process
6. Dealer Funding

1. Consumer Finance Program

Why was Service Finance chosen to administer the Consumer Finance Program?

- No menu restrictions - 70+ different loan options including:
 - True No Interest, No Payment options
 - Hybrid loan options
- 100% paperless process
- Higher approval rate
- Competitive pricing
- Fast funding for loans
- Advanced technology platform including a class-leading mobile application
- Integrated Proposal Tool, allowing you to show affordable Good-Better-Best product options

Is proof of income required?

No; Proof of Income is not required by SFC.

Is financing available for Rental, Investment, Vacation Home, Condominium, or Townhouse properties?

Yes. Financing is available for all categories of real property to the owner of the property, not to a person renting the property from the owner.

Can the Dealer select which finance product to offer its customer?

Absolutely! There are no menu restrictions. All finance products offered through SFC are available to any Dealer/Borrower without limitation subject to approved credit. However, we suggest as a best practice to select four to six different loan options, of comparable dealer fees, to focus on. We don't expect you to become finance experts, and choosing just a few and becoming familiar with them will lead to exceptional results.

Does the Consumer Finance Program offer credit card financing?

No. Financing will be pursuant to a retail installment contract between the Dealer and its customer in a 100% paperless process.

Is the Consumer Finance Program available throughout the United States?

Yes. The program is available in all 50 states and the District of Columbia.

Is the Consumer Finance Program available in Canada?

Not at this time.

Is financing available to Corporations or Partnerships?

No. Only individual consumers can apply for financing.

How do I select which Financing Product to offer my customer?

Upon successful enrollment into the Program, every Dealer is assigned a Dealer Concierge, who is available to help you and your sales reps choose the best finance product for his/her customer while they are in the home.

Is there a minimum down payment required for financing?

No. There is no down payment required. 100% of the cost of the project can be financed if credit is approved.

What is the maximum loan amount?

SFC offers the highest maximum loan amounts in the industry - up to \$100,000 for residential installations.

Is there a minimum loan amount?

The minimum loan amount is \$500.

Is there recourse to the Dealer if the Borrower defaults on the loan?

There is no recourse to the Dealer solely related to a Borrower default on a loan.

What is the longest term offered for a Financing Product?

SFC's longest term is currently a 300 month Installment Loan.

How does the Borrower execute the loan documents?

This process is truly paperless as all loan documents are executed either within the mobile app or online through the Service Finance EZ Sign feature immediately following approval of the credit application. For EZ Sign, the Borrower will access the Borrower Portal (on the Service Finance website) while the sales rep is in the home and execute all required documents. Once these documents are executed, there is nothing more for the Borrower to do with respect to the financing of their project.

What documents do I need to provide to Service Finance Company?

There are no documents required for decisioning of the credit application by Service Finance.

How do I participate in the Consumer Finance Program?

You are eligible to enroll in the Consumer Finance Program by completing the enrollment package which can be found on Lennoxpros.

2. Dealer Enrollment

Who can enroll in the Consumer Finance Program?

The Consumer Finance Program is open to any Dealer in the United States.

How does a Dealer enroll in the Consumer Finance Program?

Complete instructions covering the entire Dealer Enrollment Process can be found on Lennoxpros.

What are the requirements to enroll in the Consumer Finance Program?

The requirements are simple and the Enrollment Package is easily completed on Lennoxpros. In brief, the requirements are as follows:

- Minimum six months in business;
- Two satisfactory credit trade references from suppliers (one of which is from Lennox);
- Current Profit & Loss statement and Balance Sheet for the Company (do not have to be audited or professionally prepared); and
- A “soft” credit report which is pulled on all Principals and the Company.

Does that mean the Owner, Partners, or Corporate Officers must have perfect credit?

No - enrollment in the Consumer Finance Program is based on a review of all aspects of the Dealer Enrollment Package.

Can I use Lennox as one of my required trade references?

Yes - Service Finance will obtain a Trade Reference on your behalf directly from Lennox.

Do I have to submit original documents to enroll?

No, original documents are not required.

How do I submit my enrollment package to Service Finance?

The enrollment package can be either completed online at Lennoxpros or scanned and emailed to enroll@svcfinc.com

Is there a minimum annual finance volume requirement for a Dealer to participate?

No. There is no minimum finance volume requirement of any nature.

Can a Dealer enroll in the Consumer Finance Program if it doesn't have a storefront or showroom?

Yes - Dealers without storefronts or showrooms may submit their enrollment application for the Consumer Finance Program.

Does it cost anything for the Dealer to enroll in the Consumer Finance Program?

No. There is no charge to enroll with Service Finance.

How will I know my enrollment has been accepted by Service Finance?

You will receive a welcome letter by email with a unique Service Finance Approved Dealer Number and an invitation to a training webinar.

Is the Dealer required to terminate its current lender relationships in order to enroll in this Consumer Financing Program?

No. The Dealer is free to submit credit applications to its lender of choice, however, each credit application submitted to Service Finance must be submitted first to Service Finance Company before it is submitted to another lender.

What information do I receive regarding loans financed through the Consumer Finance Program?
Each Dealer participating in the Consumer Finance Program will have access to real time information regarding its financing activity through the Service Finance Dealer Portal, including the following:

- Credit Applications submitted
- Credit Applications approved
- Financed sales volume
- Promotion usage
- Loan pipeline status (including status of document submissions)

3. Dealer Training

Is there any training material related to the Dealer Enrollment Process?

Yes. Service Finance has recorded a webinar which explains the Dealer Enrollment Process. This webinar can be accessed on Lennoxpros.

Is there a contact at Service Finance to answer questions regarding the Enrollment Process? Yes. Any Dealer can call (877) 661-6793 or email enroll@svcfm.com.

How will my employees be trained on the Consumer Finance Program?

Service Finance will offer live, interactive webinars to newly enrolled Dealers at scheduled intervals.

The subject matter of these webinars is as follows:

- In-Home Sales Process - This webinar will provide a discussion of the in-home sales process as it relates to the Consumer Finance Program and the use of Service Finance's Consumer Credit Center.
- Consumer Finance Program - This webinar will explain the loan products offered as part of the Consumer Finance Program and provide insight into how a Dealer can maximize its benefits and increase sales of their product.

Additional training sessions are made available from time to time; please contact your Dealer Concierge representative at 877-661-6793 for more information.

What if I cannot attend a live webinar or want to train employees hired after the live webinars are no longer available?

All webinars will be recorded and made available to any enrolled Dealer.

Is there a contact at Service Finance to answer questions regarding the Consumer Finance Program?

Yes. Any Dealer can call (877) 661-6793 or email sales@svcfm.com.

4. Loan Product Description

What type of Financing Products will be offered as part of the Consumer Finance Program?

There are five categories of Financing Products:

- With Payment Deferred Interest (WPDI) Promotional Loan - Borrower makes scheduled payments of principal and interest each month. If the Borrower pays the loan in full during the Promotional Period (6, 12, 18 or 24 months) interest is reversed and credited to principal so that the Borrower pays no interest on the loan. If the Borrower fails the applicable Promotion, interest is due for the full term of the loan.

- **No Interest No Payment (NINP) Promotional Loan** - Borrower is not required to make any payments during the Promotional Period (3, 6, 12, 18 or 24 months) and, if the Borrower pays the loan in full during the applicable Promotional Period, the Borrower will not pay any interest on the loan. If the Borrower fails the applicable Promotion, interest will be due for the full term of the loan. This is a true Same-As-Cash (SAC) loan.
- **Equal Payment No Interest (EPNI) Promotional Loan** - Borrower makes equal monthly payments of principal only during a Promotional Period (25, 36, 48, 60 or 72 months). No interest is charged unless the Borrower fails to pay each of the monthly payments within 30 days of the due date or fails to pay the loan in full within the applicable Promotional Period. If the Borrower fails the Promotion, the Borrower will make monthly payments of principal and interest at the coupon rate for the remaining term of the loan.
- **Payment Factor Installment Loan** - There are multiple Payment Factor Installment Loans with the following characteristics:
 - Payment Factors ranging from .71PF to 1.98PF
 - Terms ranging from 84 months to 300 months
 - Interest rates ranging from 2.99% APR to 12.99% APR
- **Hybrid Loan** - There are currently four Hybrid Loans, where an initial promotional period of NINP rolls directly into a Payment Factor loan:
 - 3 Months NINP, which rolls into a 6.99% APR Installment Loan for 60 Months
 - 3 Months NINP, which rolls into a 6.99% APR Installment Loan for 120 Months
 - 6 Months NINP, which rolls into a 9.99% APR Installment Loan for 60 Months
 - 6 Months NINP, which rolls into a 9.99% APR Installment Loan for 120 Months

Bear in mind that, as with all financial products, the available terms and rates of all loans are subject to change. Please contact your Dealer Concierge representations at 877-661-6793 for the most up to date list of finance products and rates.

What is the Service Finance Buy Deeper Program?

A program for credit challenged Borrowers offered as a supplement to the Consumer Finance Program which offers three loan products which provide financing for Borrowers with FICO scores as low as 580:

A 6 Month WPDI Loan;

A 12 month WPDI Loan; and

Two 10.99% APR loans for either 84 or 120 months.

Are the loans offered in the Consumer Finance Program secured or unsecured?

All loans offered in the Consumer Finance Program are unsecured.

5. Loan Approval Process

How do I submit a consumer credit application?

By phone (866) 393-0033, online (www.svcfin.com), or through the proprietary Service Finance Mobile App.

How long does it take to receive a credit decision?

The time from submission of the credit application to receipt of the credit decision is usually less than two minutes.

Does my customer have to own the property being improved?

Yes.

What are Service Finance's normal business hours?

Monday - Friday: 8am to 12am Midnight Eastern Time

Saturday: 9am - 11p Eastern Time

Sunday: 12p - 6:30p Eastern Time

NOTE: These hours may be extended seasonally; Contact Dealer Concierge if any questions.

How do I submit a credit application after normal business hours and on Sunday?

Service Finance accepts credit applications 24 hours a day seven days a week.

How does the Borrower execute the Loan Documents?

Online at www.svcfin.com in a 100% paperless process.

6. Dealer Funding

What is required for my loan to be funded?

The Borrower must execute the loan documents online prior to Dealer being funded;

Dealer completes the work;

Dealer executes the Payment Authorization Documents online.

Do I have to submit a sales slip signed by the Borrower to Service Finance?

No. All loan documents are executed by the Borrower online in a 100% paperless process using Service Finance's EZ Sign process.

When will I receive payment from Service Finance?

Each Dealer will be paid in full for each completed job within 24-48 hours of its submission of the Payment Authorization Documents to Service Finance. (Assuming the buyer's three day right-to-cancel has been satisfied)

Does the Borrower have to sign any documents after he/she executes the loan documents?

No. Once the Borrower executes the loan documents all remaining requirements to fund the loan are provided by the Dealer without Borrower involvement.

Does Service Finance require a completed Borrower Verification in order to fund the Dealer?

No.

Does Service Finance require the Borrower to execute a Certificate of Completion prior to funding the Dealer?

No.

How does the Dealer know that Service Finance has all documents required to fund the loan?

A Dealer can log on to the Service Finance Dealer Portal and access the Loan Pipeline Report which provides real time status of each of the documents required to fund all the Dealer's pending loans.

How do I receive payment from Service Finance?

All payments from Service Finance are by ACH to the Dealer bank account registered with Service Finance. There are no additional fees for the Dealer receiving payment via ACH.

Service Finance Dealer Concierge

877-661-6793

