

The Complete Story – Everything Needed for an ezSolarLoan

1) Getting in Touch: Contact Information and Methods

The ezSolarLoan.com website and service is operated by Generations, a Division of Community 1st Credit Union, based in DuPont, Washington. It's easy to connect with the Energy Lending Team to ask questions about financing a residential solar energy system:

<i>For Applicants:</i>	<i>For Installers:</i>
<u>With questions when considering applying:</u> By phone: 800-493-1310 By email: energylending@myc1cu.com By text: 253-289-7734	For more information about the process, or to get the most up-to-date tools to promote financing as an effective payment method, contact one of the Directors of Lending Partnerships:
<u>When ready to apply online:</u> Web browser: www.ezSolarLoan.com	Kaylyn Milligan, kaylynm@ezsolarloan.com Ramsey Zimmerman, ramseyz@ezsolarloan.com For application updates: updates@ezsolarloan.com

2) Everything Needed to Apply Online for an ezSolarLoan

It only takes a few minutes to complete the online application process at www.ezSolarLoan.com, if all the necessary pieces are ready. Here they are:

- **Valid ID.** We ask for this after Approval, but snapping photos of IDs at the beginning makes things easier.
- **Purpose for the loan (solar, HVAC, windows, energy efficiency).** Battery systems are included under the heading of “solar”.
- **Loan amount and desired term length (in years).** Although applicants will select only one term length option on the application, if approved, they can select a different option later if desired.
- **Participation in the application from ALL co-owners of the home.** We verify this through the county records. If only one homeowner applies, we will contact the applicant to add the additional homeowners to the application (even if there is an Instant Approval, we will still need to add the other homeowners before the loan can be fully approved and finalized).
- **Basic information about all applicants.** Includes contact, employment, and monthly income information.
- **Ability to run credit checks on all applicants.** Must provide social security numbers and have no security freeze with Equifax, which is the credit bureau we use to furnish credit reports.
- **Decision regarding automatic payments.** Applicants have the option to select automatic transfers for payment from any bank account, in exchange for a reduction of .250% from the interest rate.
- **Address of property where installation will take place.** If the contact address for the applicants is not the house where the improvement is taking place (on a rental they own, for example), there is a box to provide the address for the installation.
- **Name of solar company.** Please also include the name of the salesperson, if applicable, in the notes field.
- **Authorization to Release Application Updates.** Applicants choose whether or not to authorize the credit union to share application updates with the installer. If authorized, this allows the installers to receive updates from the credit union to help guide applicants through the financing process.

When the applicant clicks the “I Agree” button, the application is submitted!

3) Online Application Submitted! What Happens Now?

Applicants may receive an Instant Approval notification moments after the application is submitted. If the system informs the applicant that we need additional information, we will reach out to them via email to gather required documentation. .

Instant Approvals are possible under the following circumstances:

- Project size is \$50,000 or smaller
- Equifax reports the credit scores for all applicants are 700 or higher
- Borrowers meet the Debt to Income (DTI) and other underwriting requirements
- There are no freezes, fraud warnings or anomalies on the credit report
- Applicants report that they are U.S. Citizens

The system will notify applicants of an Instant Approval on the browser screen moments after clicking “I Agree”. If an Instant Approval is not achieved... the Energy Lending Team considers applications Monday through Friday, 9 am to 5:30 pm Pacific time. Their first priority is to make sure the application is complete. Sometimes they need additional information, which the Energy Lending Team will ask for over email (from “ezSolarLoan Applications” applications@ezsolarloan.com) and/or telephone:

- **Verification of Income (VOI).** Most often in the form of the previous 2 pay stubs for employed applicants (be sure to include Year-to-Date totals), or previous 2 years of federal tax returns for those who are self-employed business owners (complete returns with all schedules).
- **Addition of co-borrower.** We verify property ownership via the county records. We need for all individuals recorded as owners to apply for the loan, even if they do not have additional income.
- **Certification of Trust.** If the ownership of the home is held in a trust, we will need a copy of the Certification of Trust – this usually comes with the Trust Agreement from the attorney or other Trust preparer. If applicants do not already have a Certification of Trust, we have a standard form that can be completed and submitted to us.
- **Clarification of incomes or debts.** Sometimes applicants list their annual income instead of their monthly income. Sometimes mortgage payments are not included or else double-counted in the application. Sometimes there is additional income from second jobs that should be included. Our Energy Lending Team works with applicants to make sure that their debt to income (DTI) ratio is correct for underwriting review.

The Energy Lending Team will request this information over email and/or telephone when it is needed, and it is the **responsibility of the applicant to provide it in a timely manner** to “ezSolarLoan Applications” applications@ezsolarloan.com in order to complete their application. Then, within a few days of our having a complete application, we notify applicants (and CC the solar company when authorized) of a loan decision via email or telephone. Our approval emails contain complete information about the interest rate, the loan term and payment schedule, the monthly payments, and the opportunity to pay down the principal to re-amortize for lower monthly payments, along with the next steps in the process.

4) Approval Achieved! What Happens Now?

Once an approval is communicated by email from “ezSolarLoan Funding” funding@ezsolarloan.com, there are a few more things that the applicants and the installers need to provide in order to finalize the loan. We encourage you and your customers to work together on these and email them to “ezSolarLoan Funding” funding@ezsolarloan.com:

1. **Signed Contract** – an electronic copy of the signed contract between you and your customer. This should include the scope of work, installation address, customer name, total cost, and payment terms at a minimum. PLEASE NOTE: We need to have the customers’ signature on a document that clearly spells out the payment schedule, especially if you are requesting progress payments. ezSolarLoan pays out in one of two ways: 1) 100% upon completion, or 2) 50% at the time of loan signing and the remaining 50% upon project completion, as confirmed by our Completion Certificate which is DocuSigned by the applicant.
2. **Invoice** – When you send your invoice to us, it triggers the Energy Lending Team to issue the loan documents for your customers to sign. Ideally, you should make it crystal clear that you are ready for payment by using a subject line like “Invoice for first payment for Smith, Monica”, with the invoice attached and a short, direct email message like “Please find attached the invoice for Monica Smith. We are ready for our first payment.” Likewise, when you are ready for additional or final payments, send us additional emails.
3. **Driver’s Licenses** – We require digital copies of all borrowers’ photo identification, normally driver’s licenses (DLs). Many installers choose to take digital photos of DLs and email them in on behalf of their customers. When emailing them to use a subject line like “DL for Jones, Monica”. Before sending, confirm that 1) it is not expired, 2) the writing is clear and readable, and 3) that the file size is reasonable for emailing (much less than 10MB).

Since Community 1st Credit Union is a Washington State chartered credit union, for those living outside Washington to qualify for membership, they must join an affiliate membership organization. We now have a FREE option through Solar United Neighbors (www.solarunitedneighbors.org) and will automatically enroll borrowers prior to issuing loans. SUN is a “community of people building a new energy system with rooftop solar at the cornerstone.” There is no obligation for borrowers to make any financial contribution to SUN nor to maintain membership with SUN beyond loan issuance, but we do hope that they will find this organization beneficial and worthwhile.

There are no upfront fees to pay, but there are two items that will be rolled into the loan amount:

- \$5 to establish a membership account for applicants at Generations, A Division of Community 1st Credit Union. Applicants now become members!
- The cost of a UCC-1 filing on the equipment for the energy improvement. This is a lien against the equipment (not the house) filed with the county and state where the house is located. The cost of this varies across the country, but is typically between \$100 and \$300. This ensures that the loan must be paid off before the property can be sold or purchased (payoff is most often completed at the closing of a property sale).

5) Loan Documents

Once we have all of the information above, your project will go into the queue for generating loan documents. We generate electronic loan documents on behalf of your customers and email them securely. Your customers will need to electronically sign them via DocuSign. Each borrower needs to sign their individual set of documents. If we have only one email address for multiple borrowers, they are sent sequentially, meaning that one set needs to be completed before the next one is sent.

You should encourage them to be on the lookout for these documents via email and to sign them ASAP. They are typically valid until midnight of the day after being sent, but there is no reason your customers need to wait that long. Encourage them to complete the signing process quickly. Once the signing process is complete by all borrowers, DocuSign will send a “Completed” email to our team to finalize the loan and we will send funds to your office the next day.

6) Loan Documents Signed! What Happens Now?

Once loan documents are signed, proceeds from the loan are paid directly to the installer via electronic funds transfer, according to the payment schedule agreed upon between the installer and the member in their original contract. Scheduled payments are sent out each afternoon, with funds deposited into the installers’ designated account the following business morning.

Loan payments will become due and be paid through the member’s preferred payment method, as outlined in the loan documents.

For contracts with two payments, the installer must keep us up-to-date on the progress of the project, and request the second payment when the project is complete by emailing the final invoice to funding@ezsolarloan.com. We will then provide a Completion Certificate to the member to electronically sign with DocuSign, in order to release the final funds to the installer. Once the signed Completion Certificate is received by the Credit Union, the final payment will be released to the installer’s account.

That’s it!

Members enjoy the benefits of energy improvements and pay for them over time. Members may pay down the principal of their loan more quickly if desired, with no penalties for paying their loan off early. Solar Borrowers are provided one free re-amortization, where they can pay down the principal balance of their loan in exchange for lower monthly payments.