Dealer Training Materials

LendHome
IMPROVEMENTS

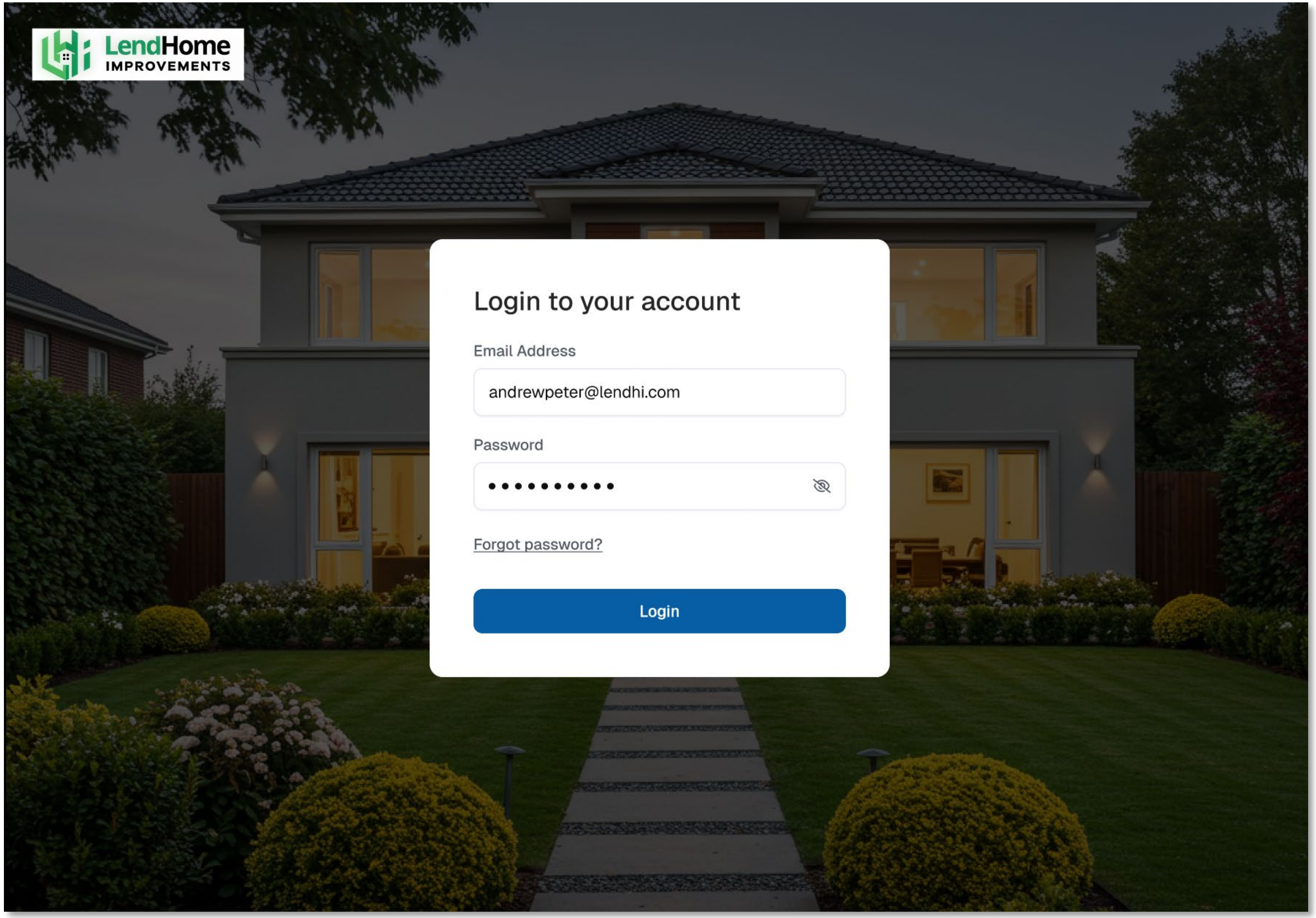
Roadmap

1. Application Process
2. Funding Process
3. Dealer RIC Signing
4. Change Order

Login to the Dealer Portal

1. Once your account has been created, you will receive an email with a URL link to this login page

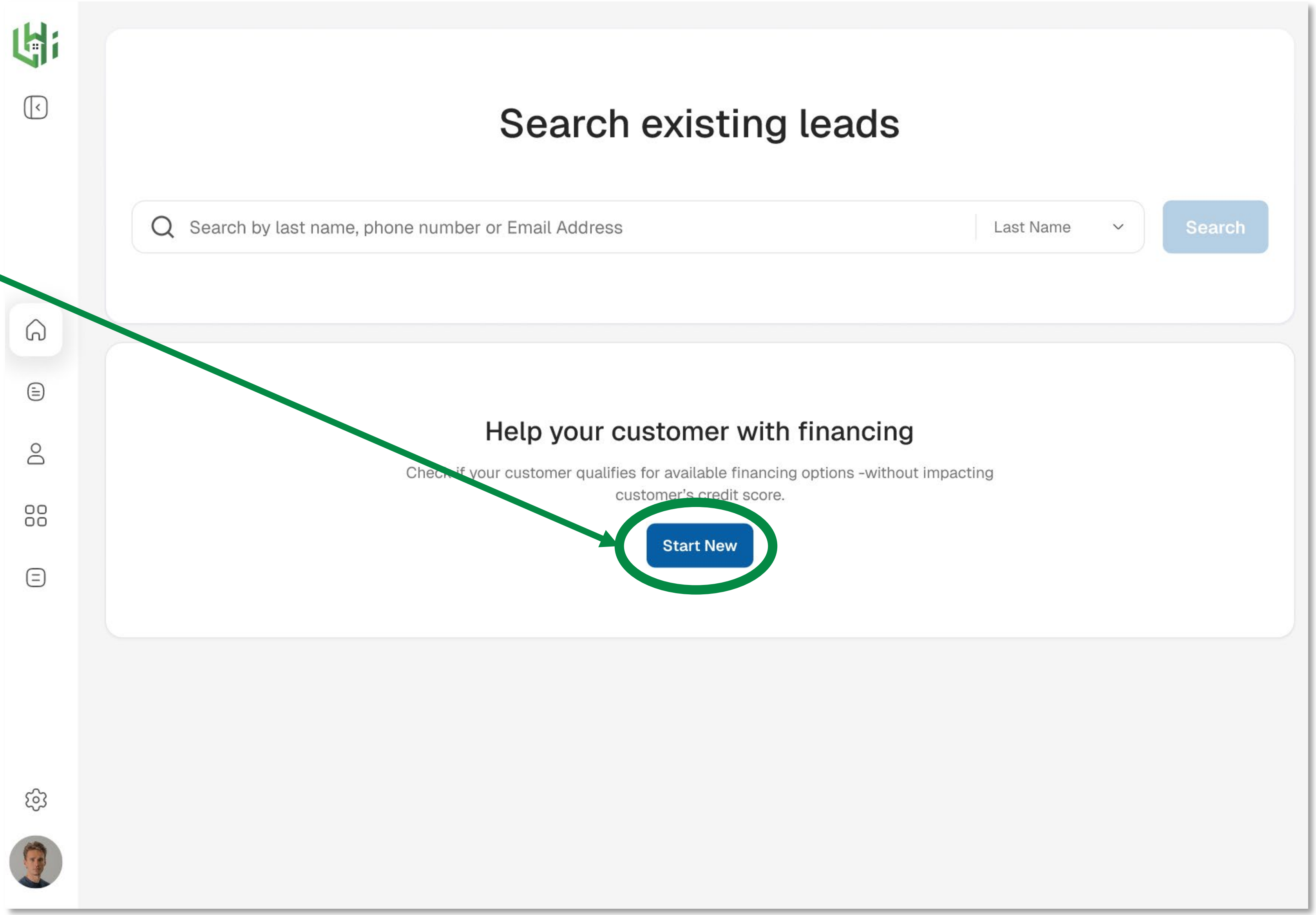
2. First time users will be prompted to set-up their password



APPLICATION PROCESS

Landing Page

1. Click "Start New" button to begin



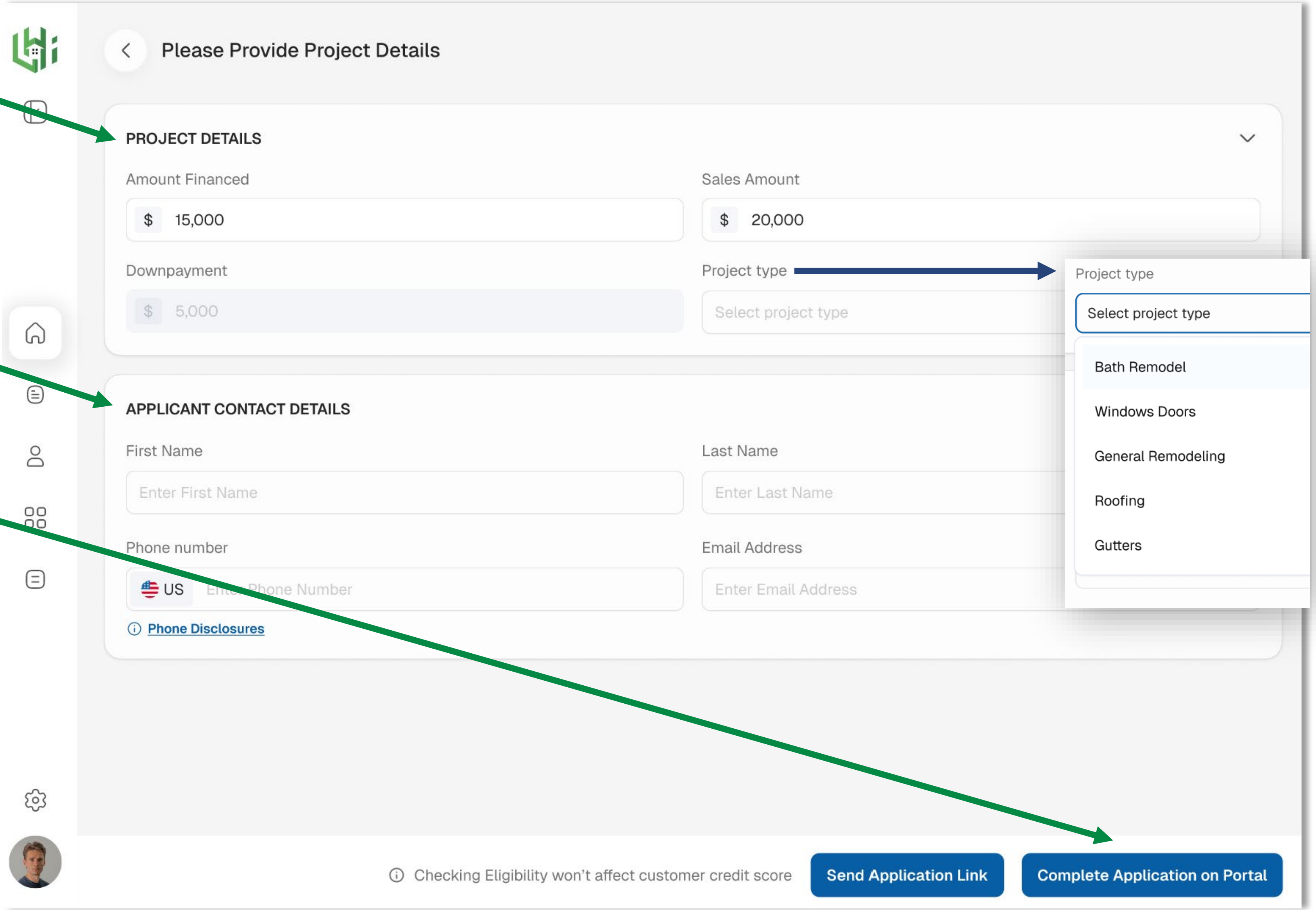
Project Details & Applicant Contact Details

1. Input project details (Downpayment automatically populates)

2. Input applicant contact details

3. Click “Complete Application on Portal”

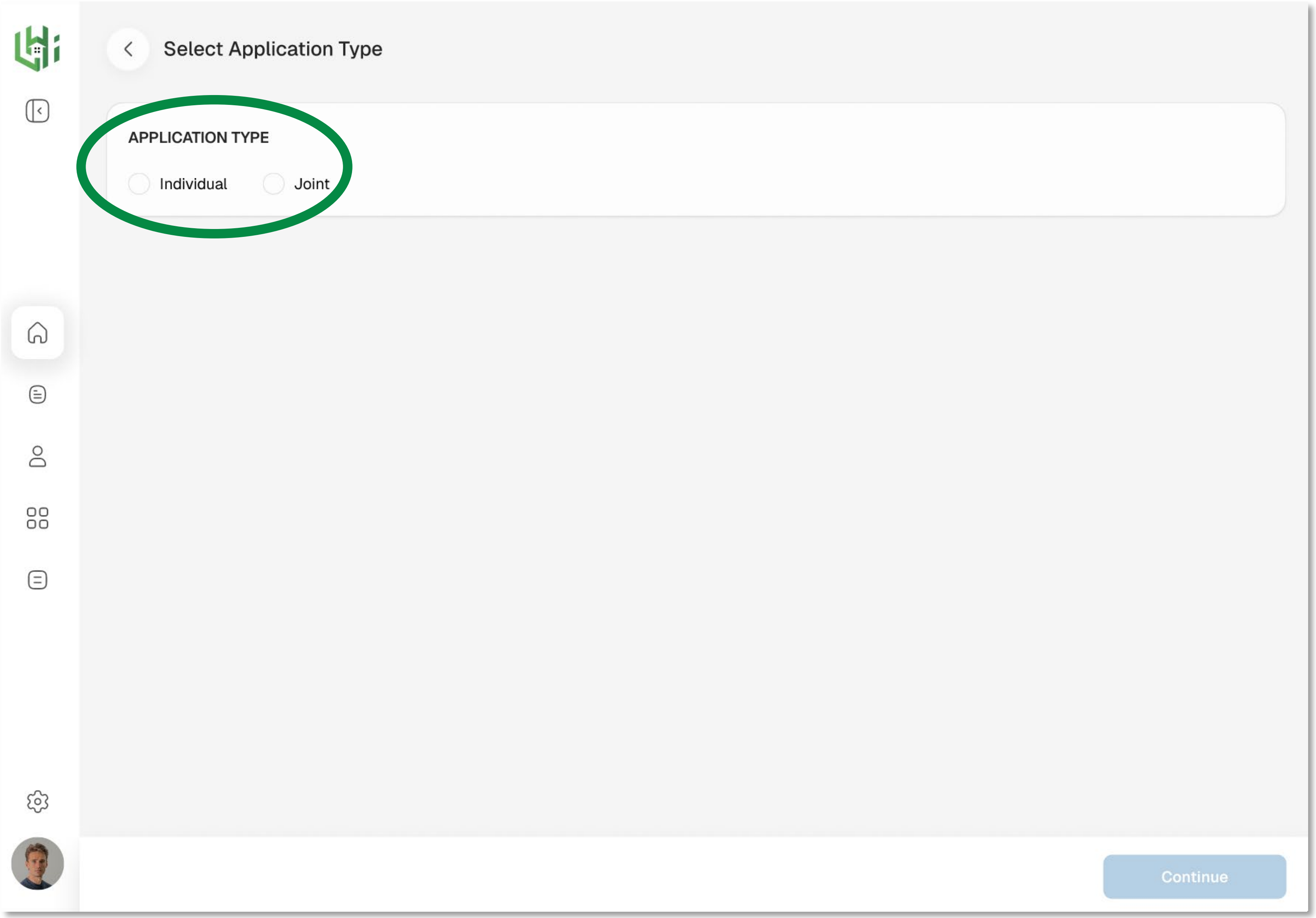
3a. (Optional) If customer requires application sent to another person (e.g., spouse not currently at home), click “Send Application Link”



1. Select either Individual or Joint application

2. Click “Continue”

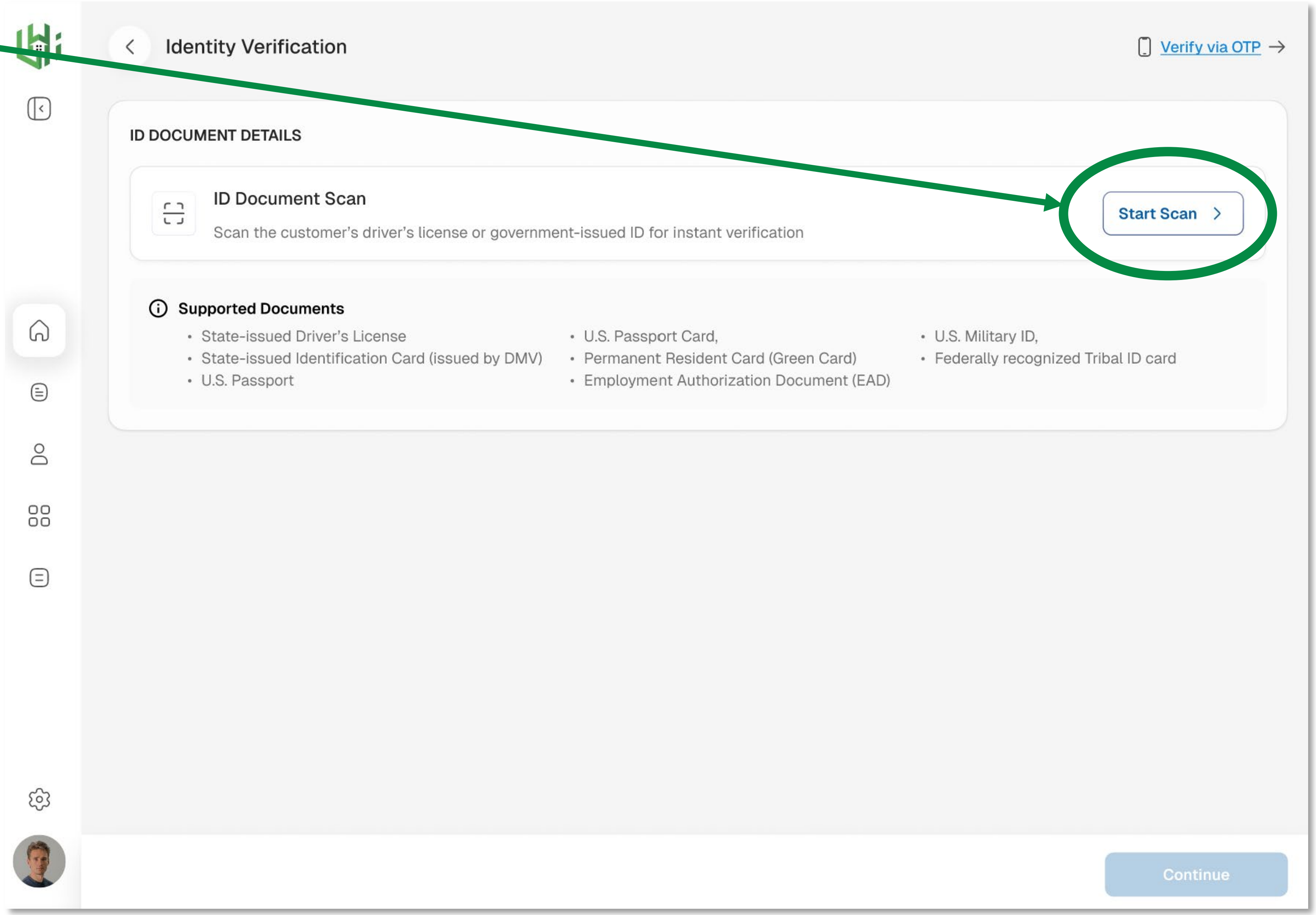
Application Type



Scan ID Document

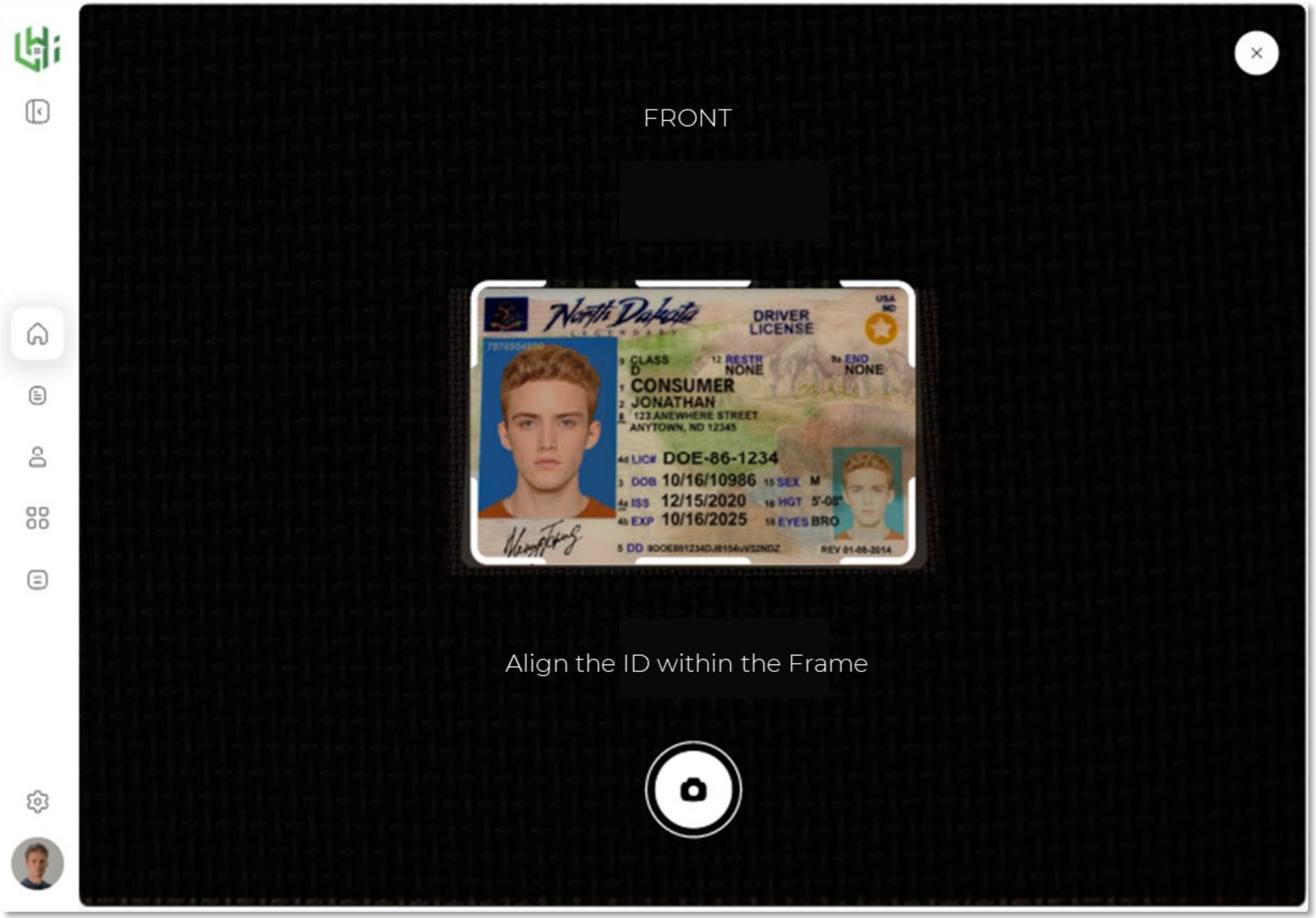
1. Click “Start Scan”

2. If there is a Co-Applicant, this process will happen twice

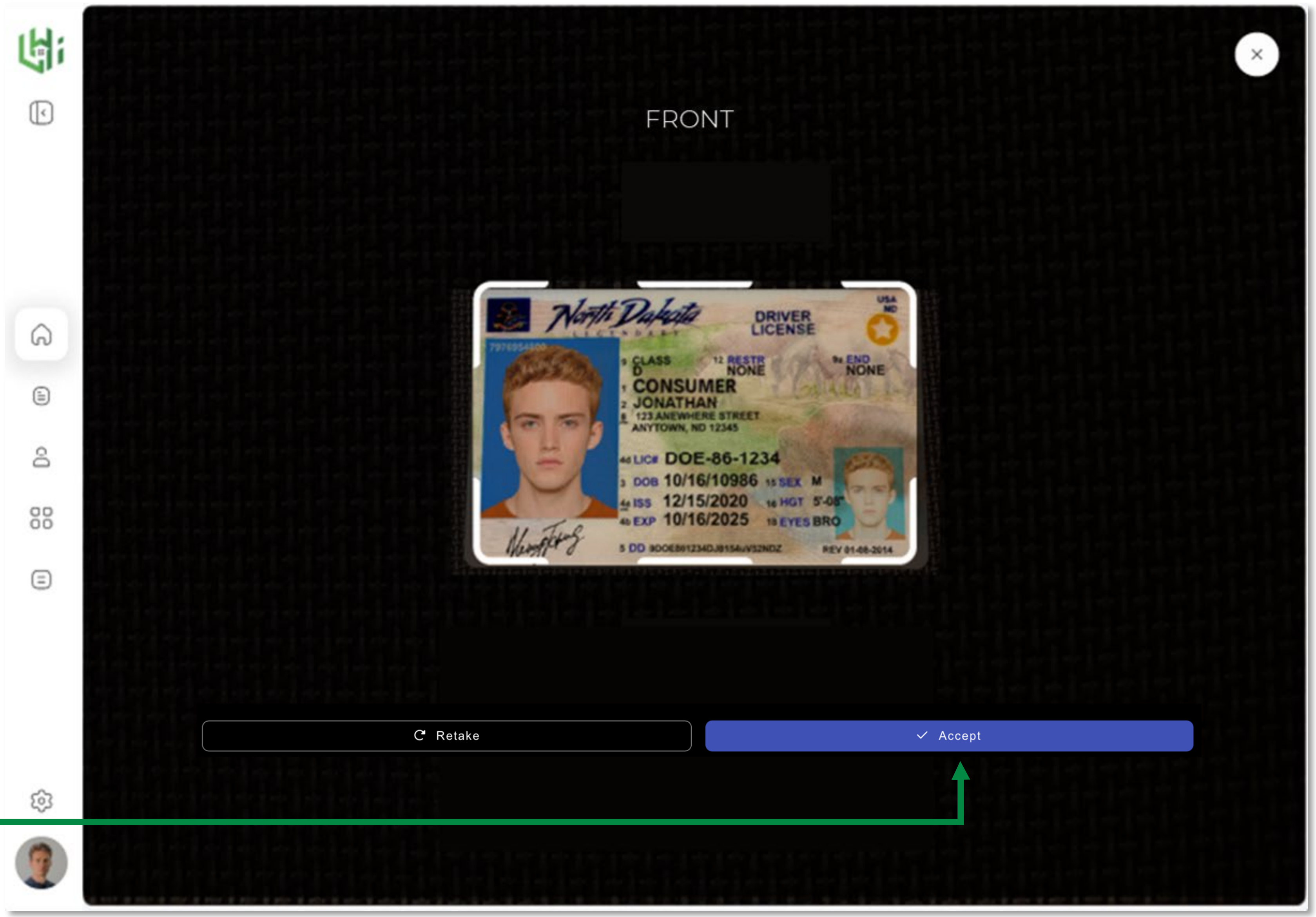


Scan ID Document - Front

1. Scan front of ID



Scan ID Document – Front –Part 2

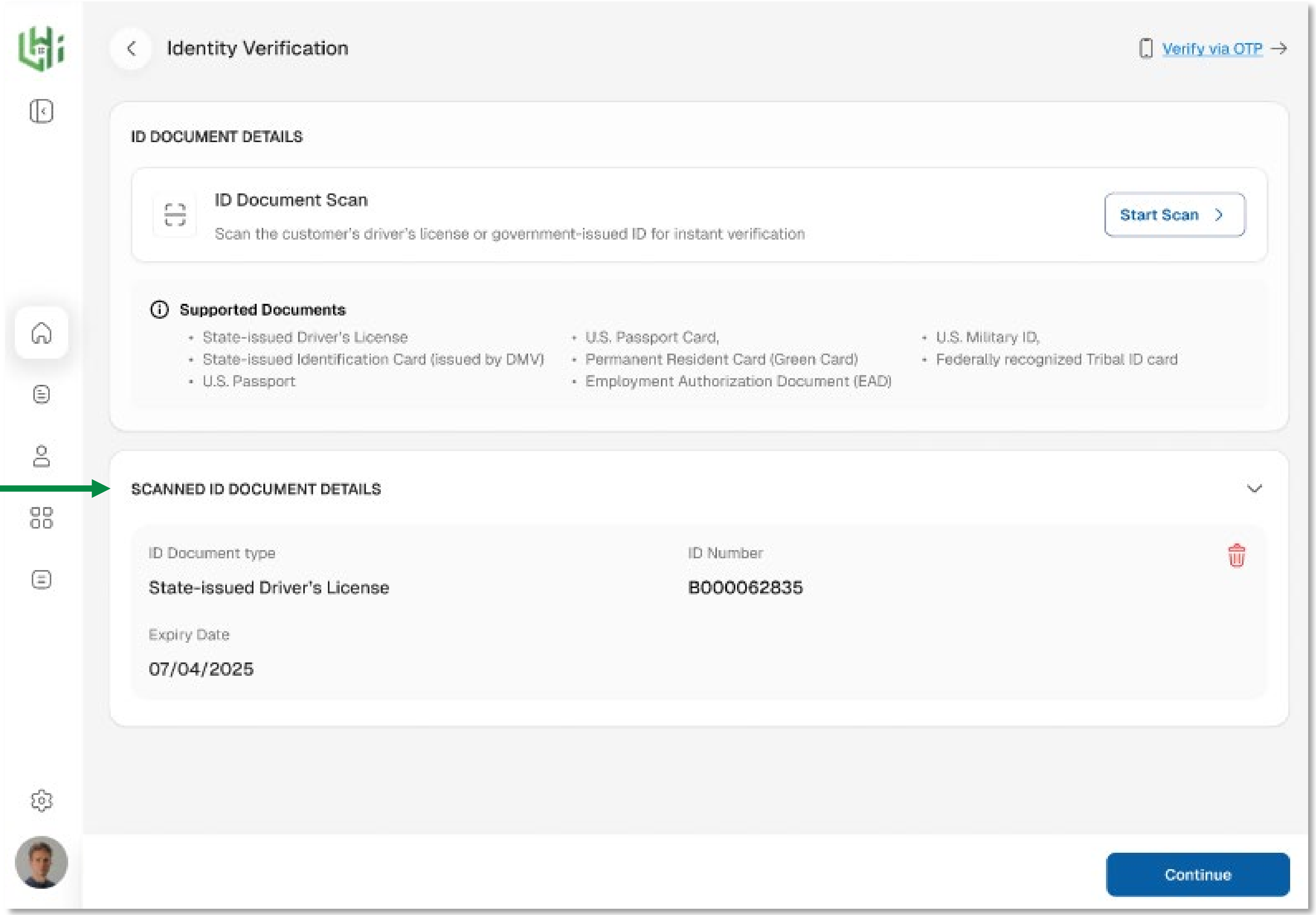


1. Once image has been captured, click "Accept" to procced

ID Document Upload – If Successful

1. Review scanned details

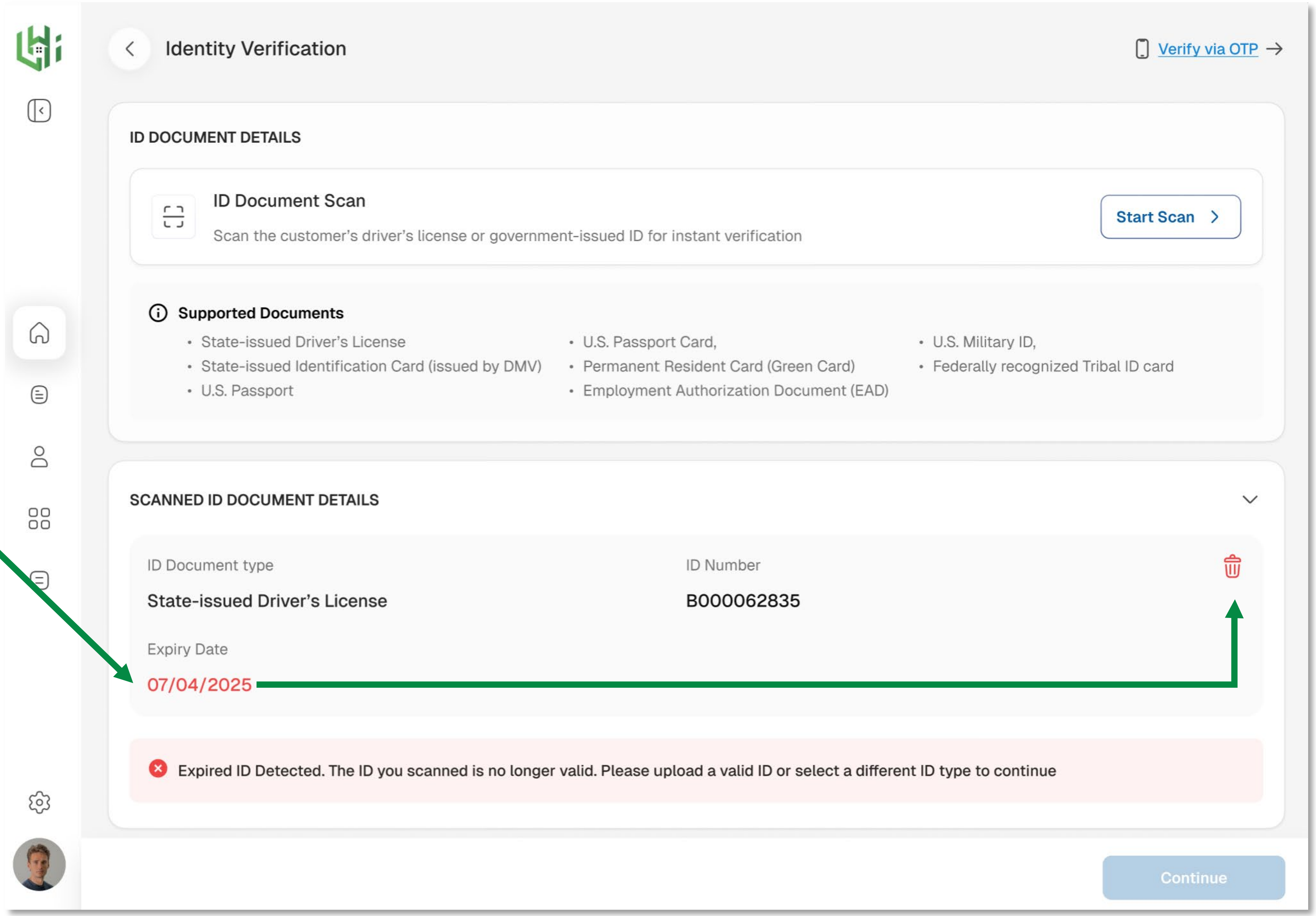
2. Click "Continue"



ID Document Upload – If Error

1. Review error and delete scan

2. Click “Start Scan” and use valid ID

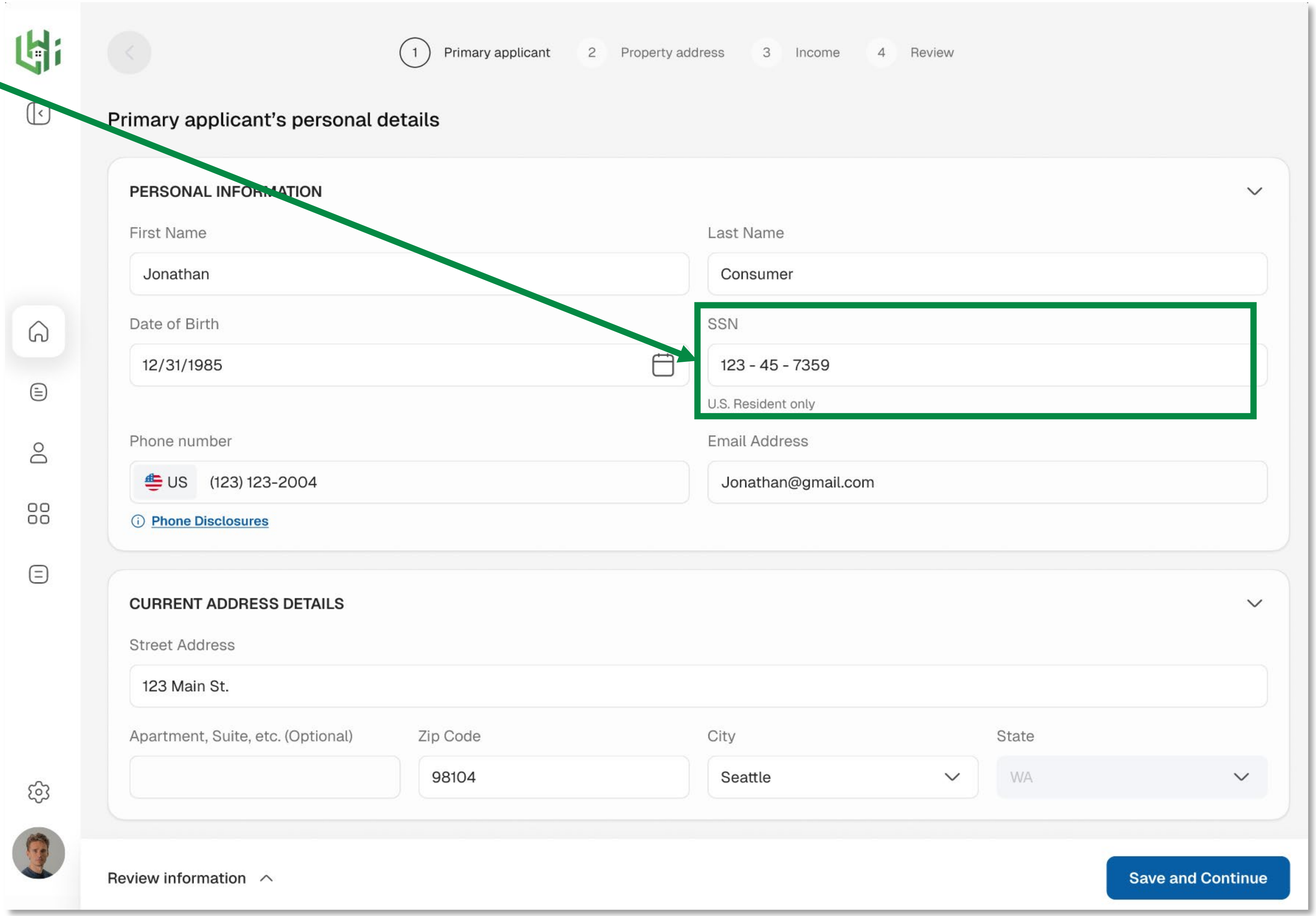


Primary Applicant SSN & Address

1. **ONLY applicant's SSN is required, the remaining fields will automatically populate from prior screens**

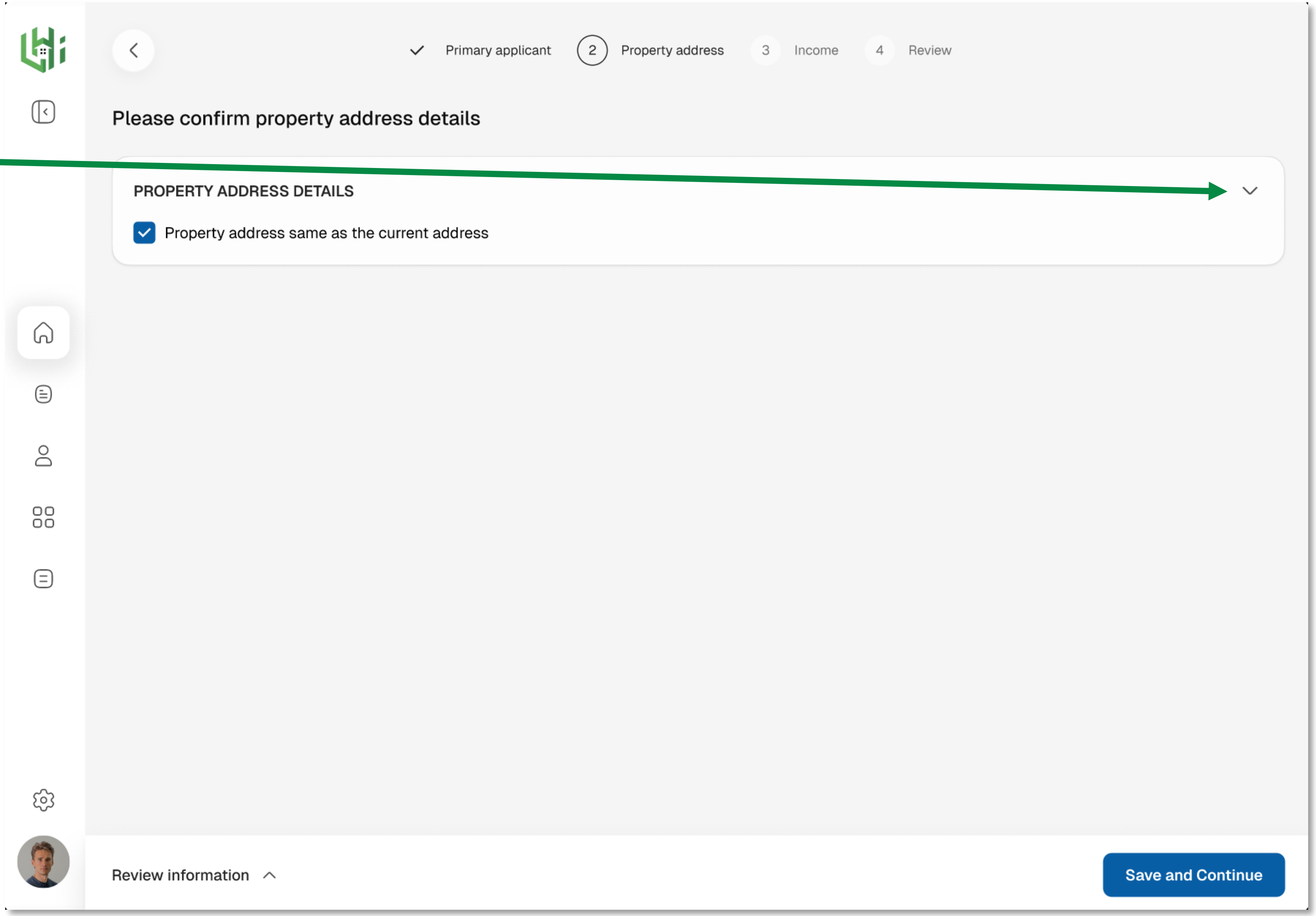
2. **Current Address Details will be populated from scanned ID Document - <u>Please input manually if different</u>**

3. **Click "Save and Continue"**



Project Address Confirmation

1. If project address is different than current address, click drop down and input the project address

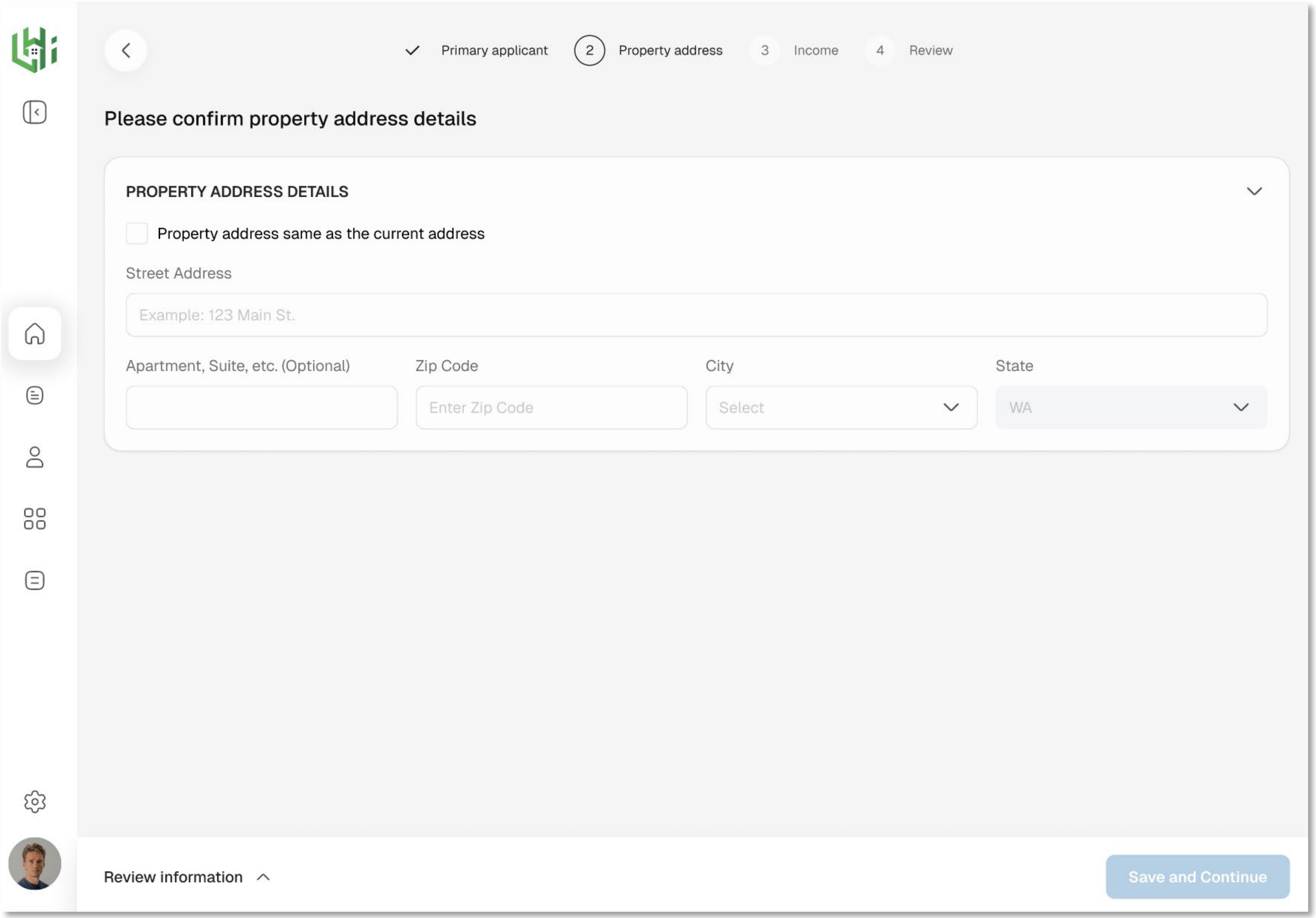


2. Click “Save and Continue”

Project Address Confirmation

1. If the project address is not the same as the current address, please click the drop down and input the project address

2. Click "Save and Continue"



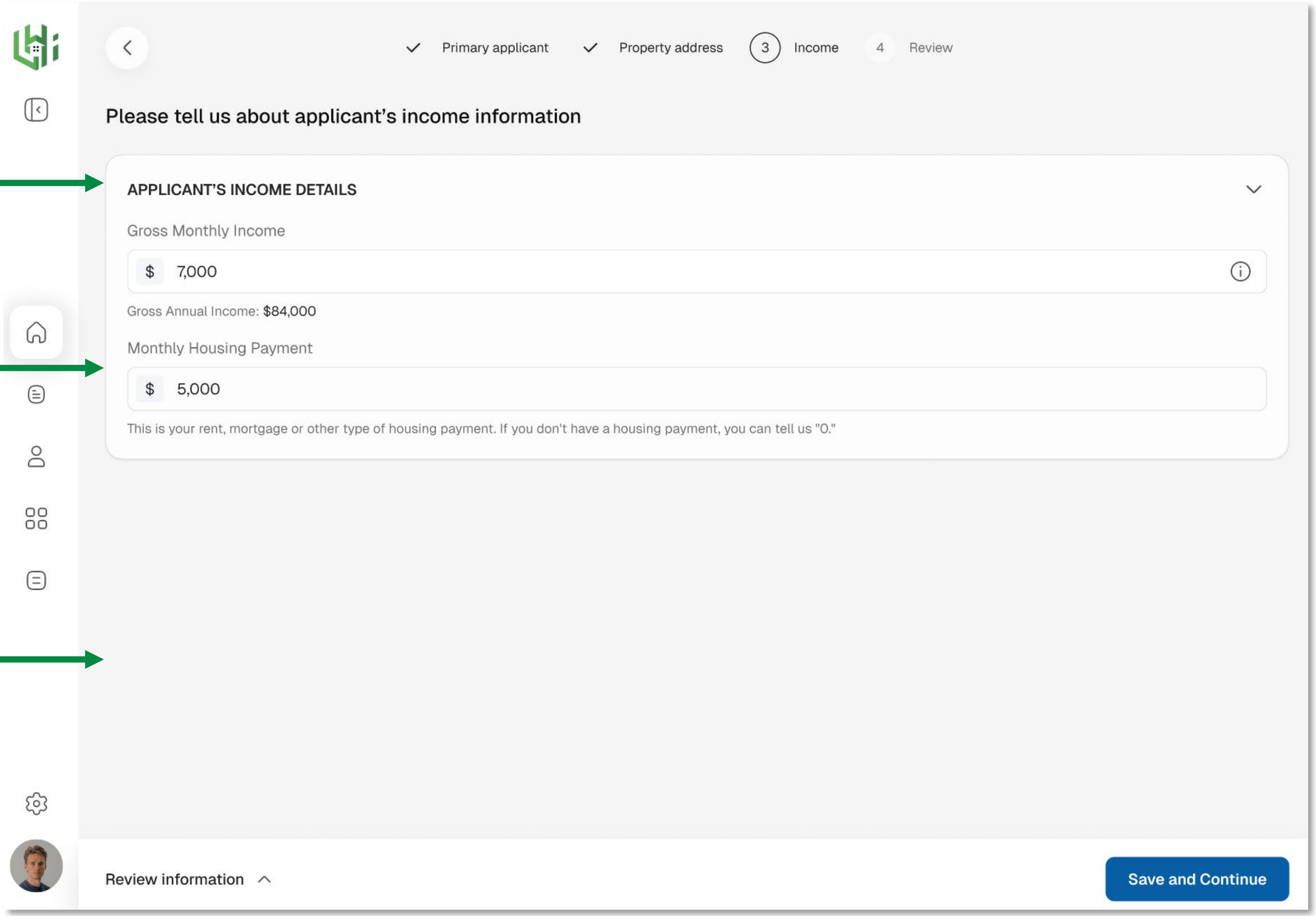
Income and Housing Information

1. Enter Gross Monthly Income, Gross Annual Income will calculate automatically

2. Enter Monthly Housing Payment

3. For Joint Apps, a second box will show here and request the same details

4. Click "Save and Continue"

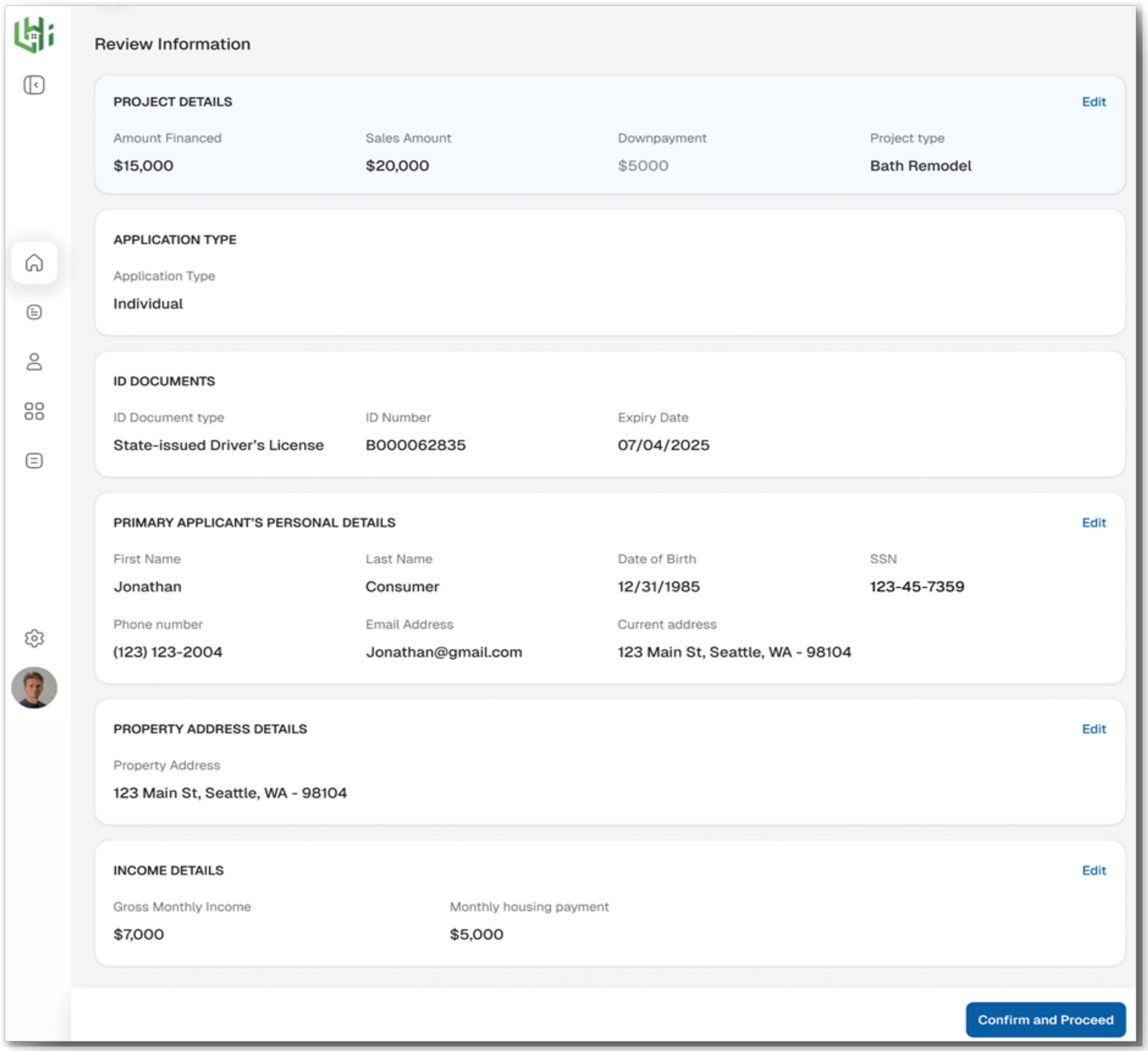


Review/Confirm Information

1. Review information provided

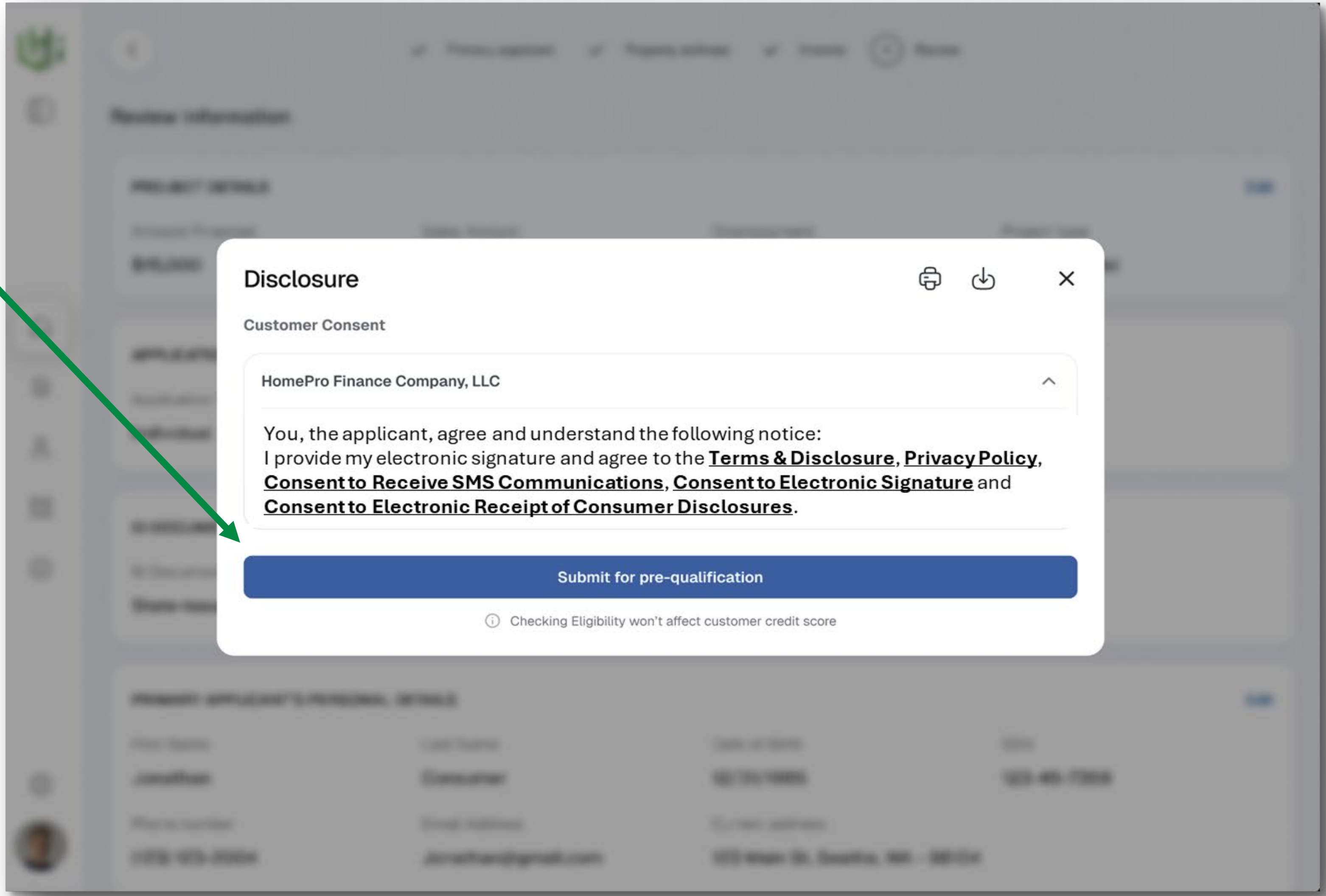
2. Click “Edit” if changes are required

3. Click “Confirm and Proceed”



Customer Consent for Credit Pre-qualification

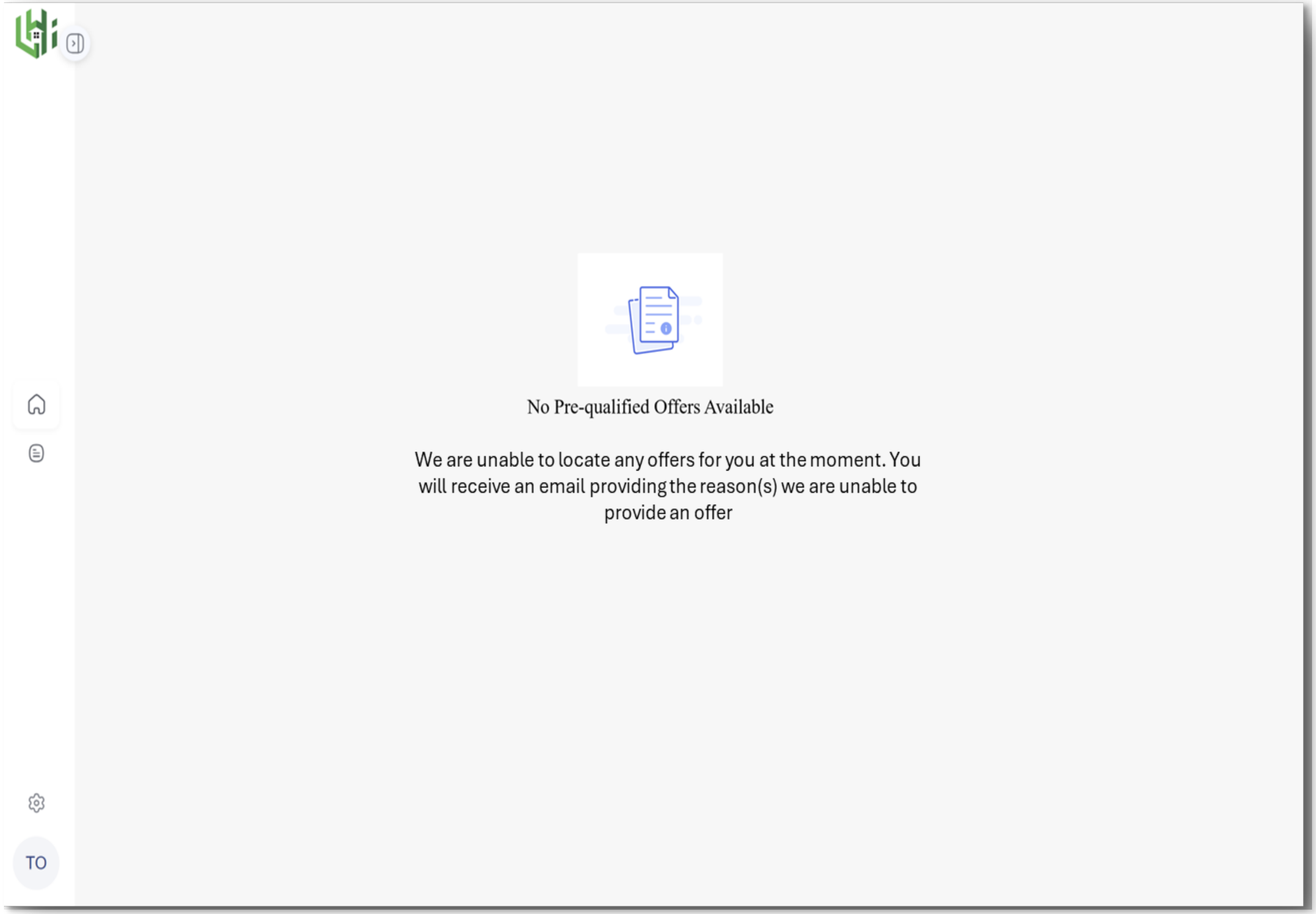
1. Applicant reviews disclosure and if they agree and understand, they click “Submit for pre-qualification”



Pre-qual Rejected

1. Consumer will be presented with the message that no offer is available

2. Adverse Action Notice will sent to customer

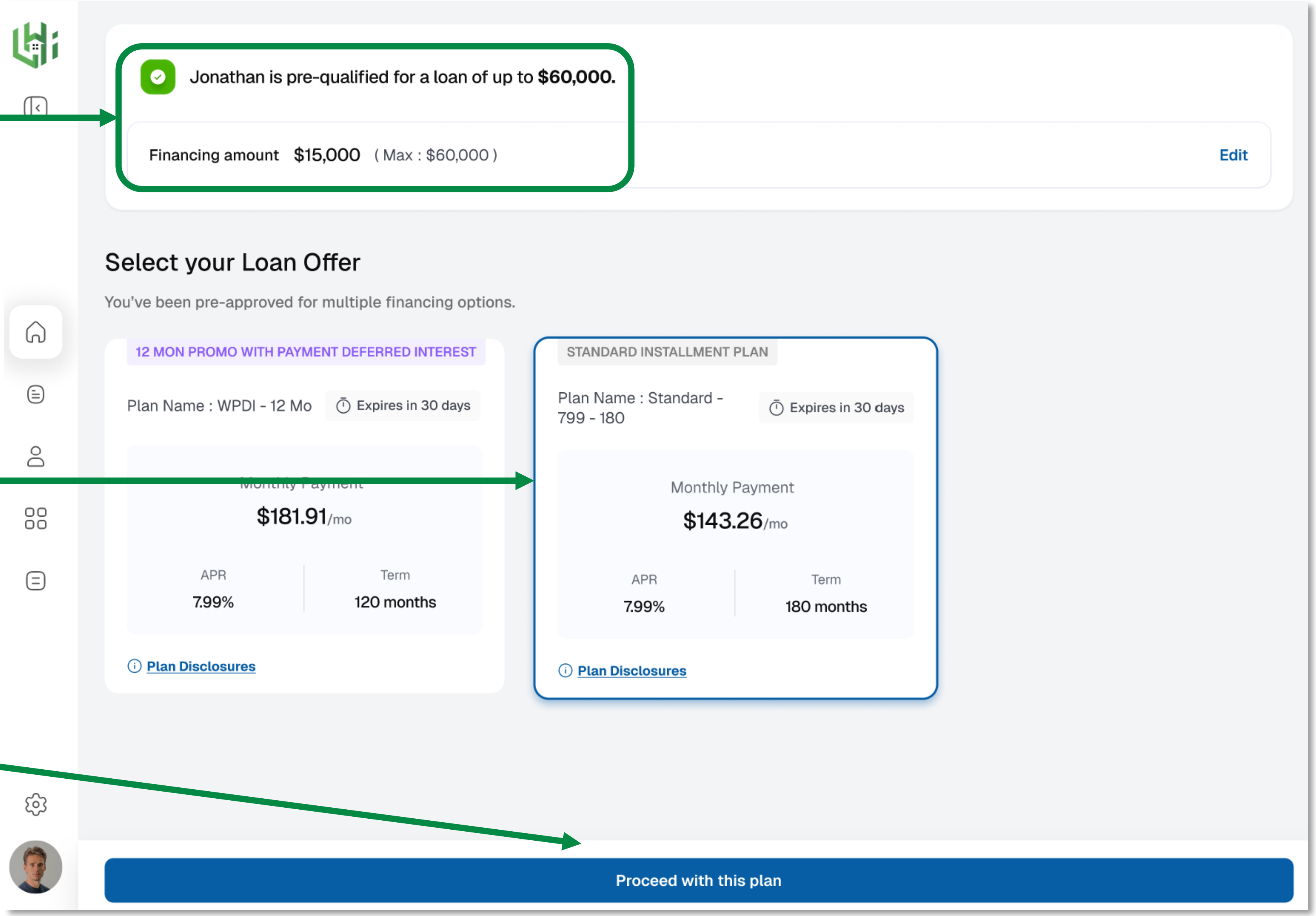


Pre-qual Approved & Loan Selection

1. Financing amount approval (NO ACTION REQUIRED)

2. Select the appropriate loan offer

3. Once loan offer is selected, click "Proceed with this plan"

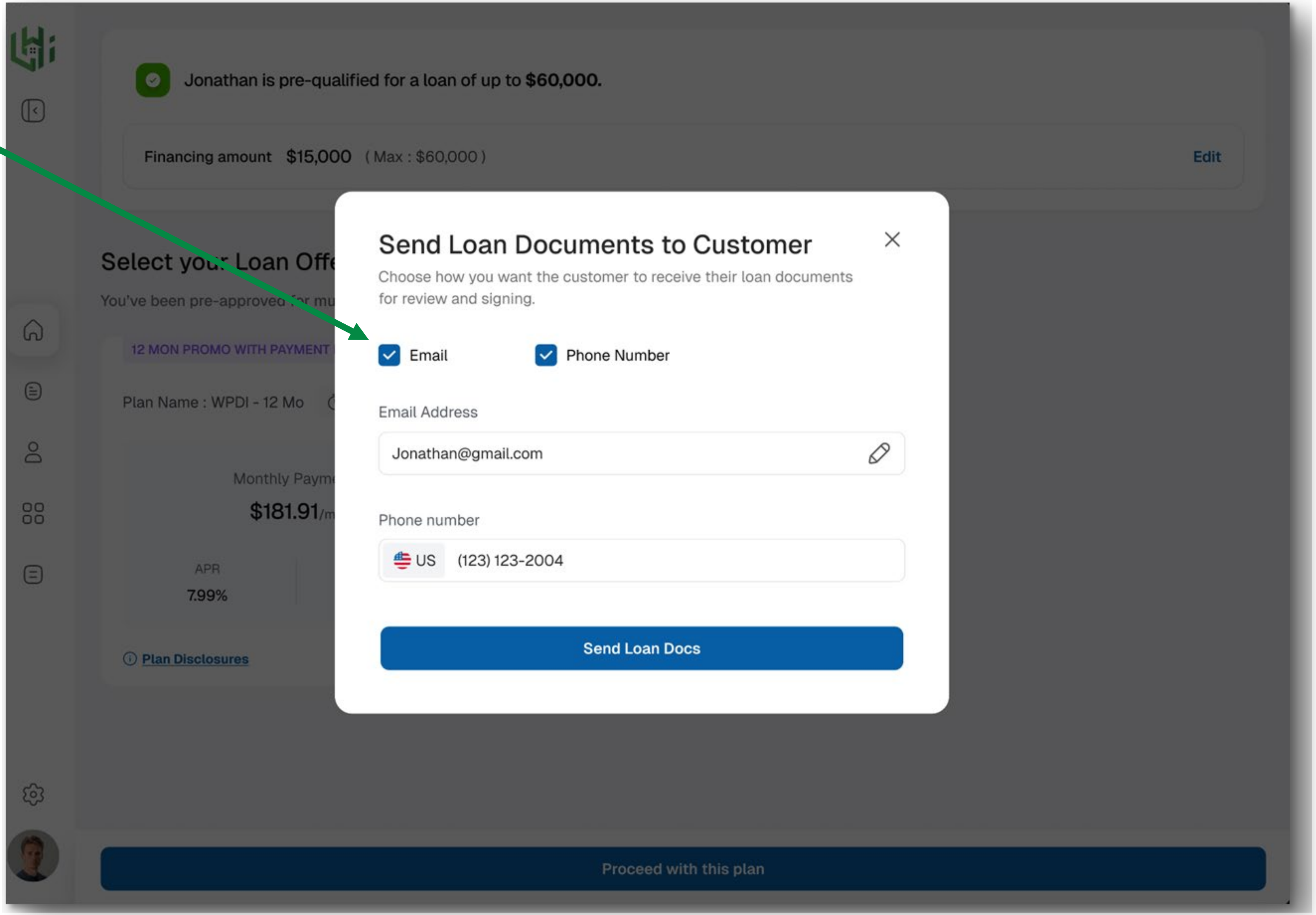


Send Loan Documents to Customer

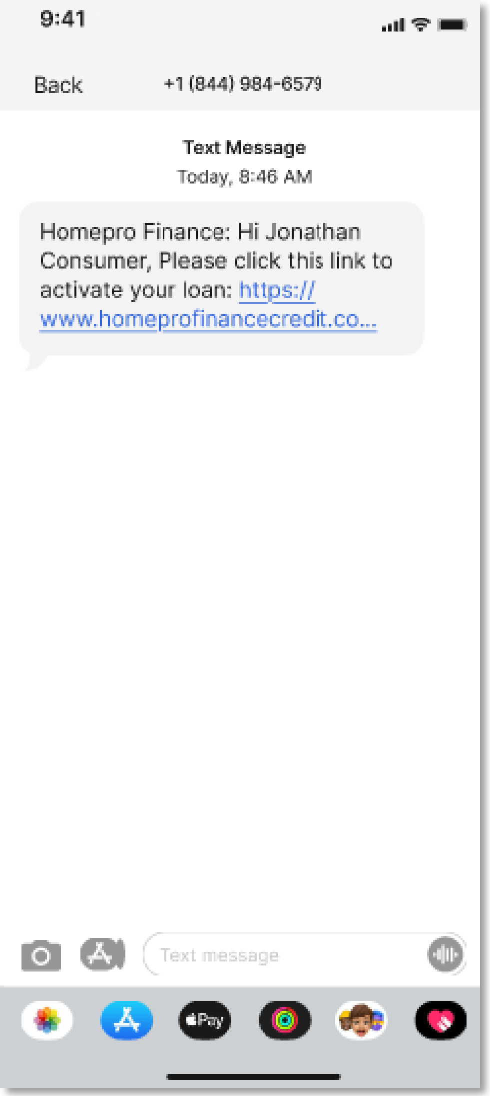
1. Select the preferred delivery method for the loan documents

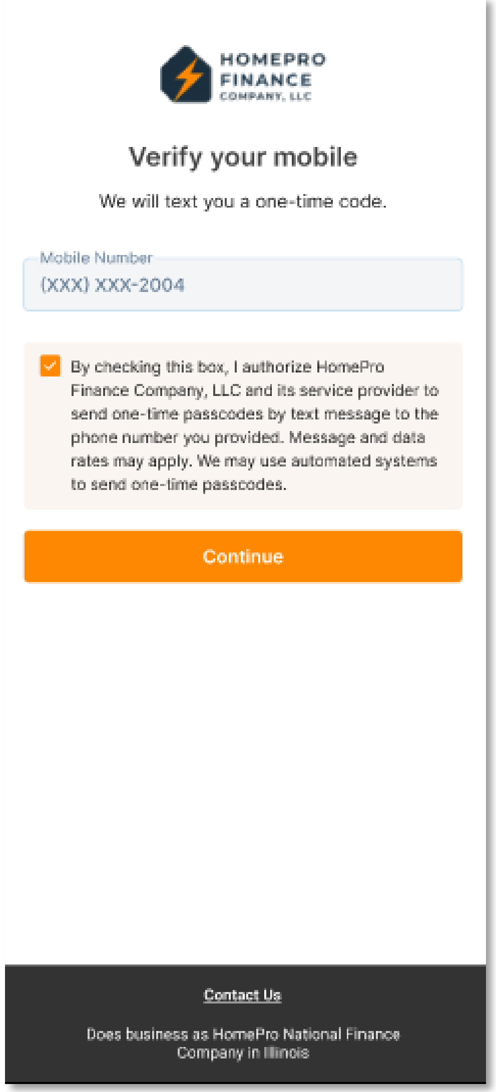
2. Email/Phone number will automatically populate

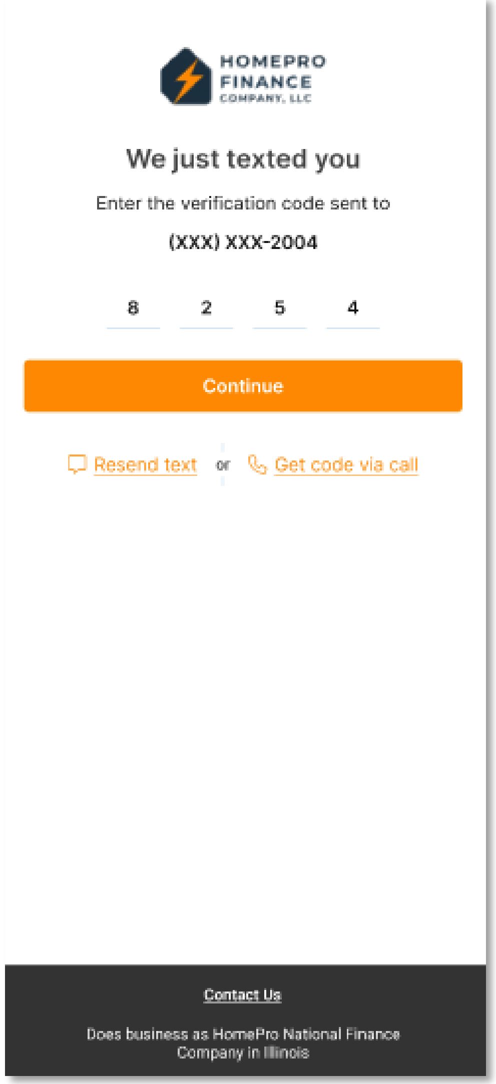
3. Click “Send Loan Docs”

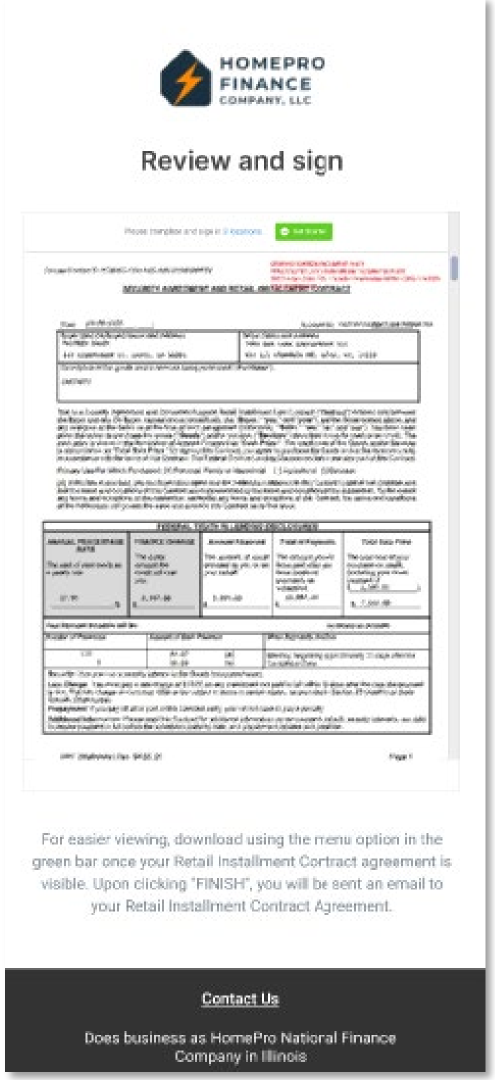


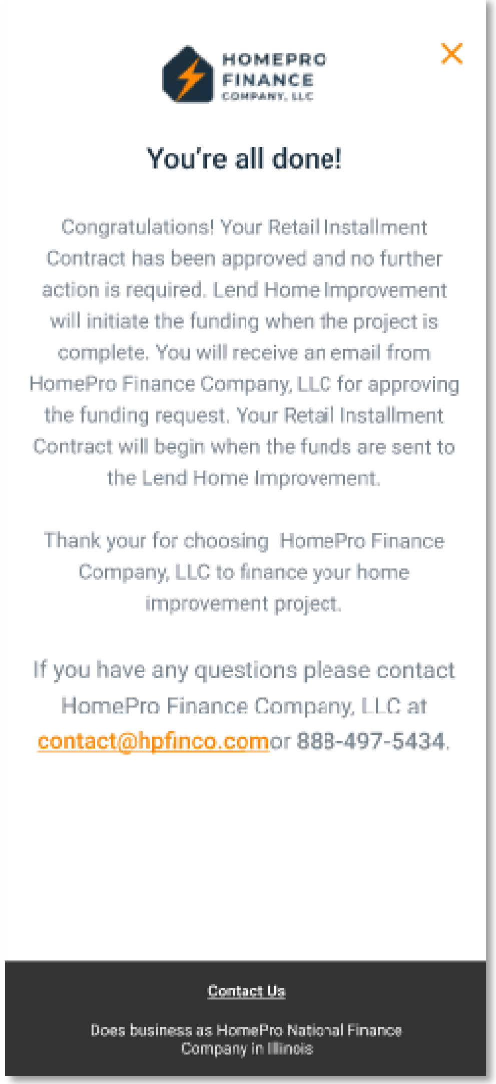
Customer Reviews/Completes Loan Documents on Their Device



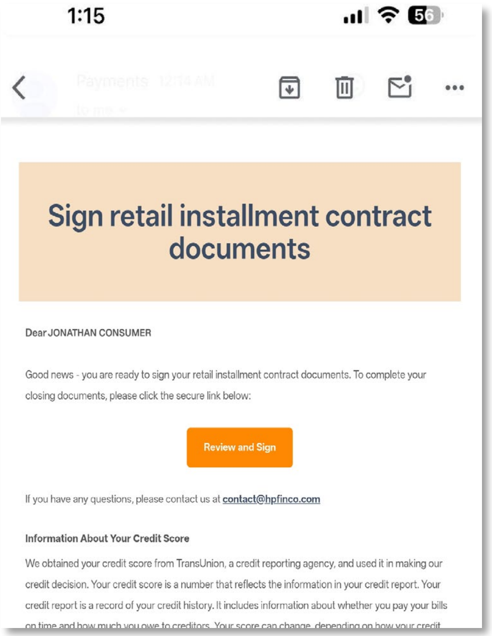


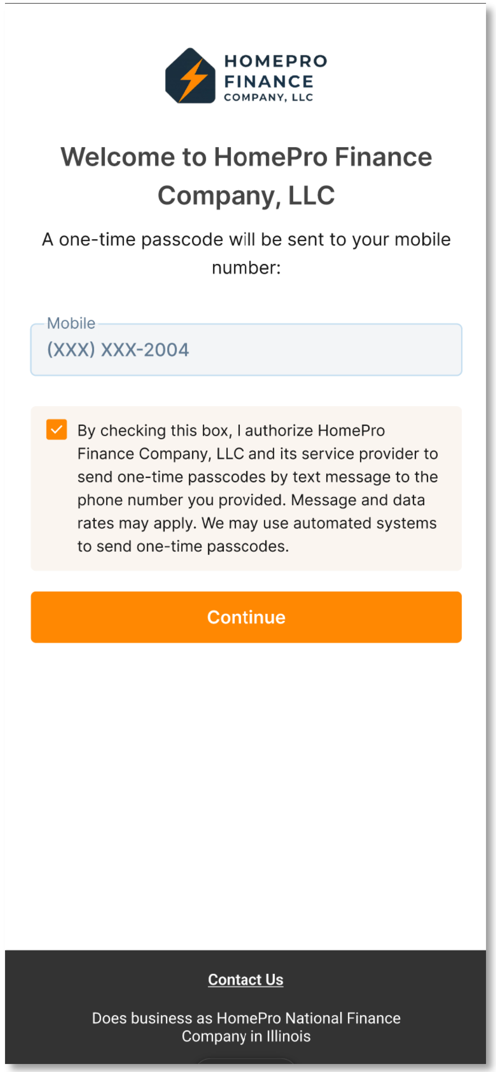


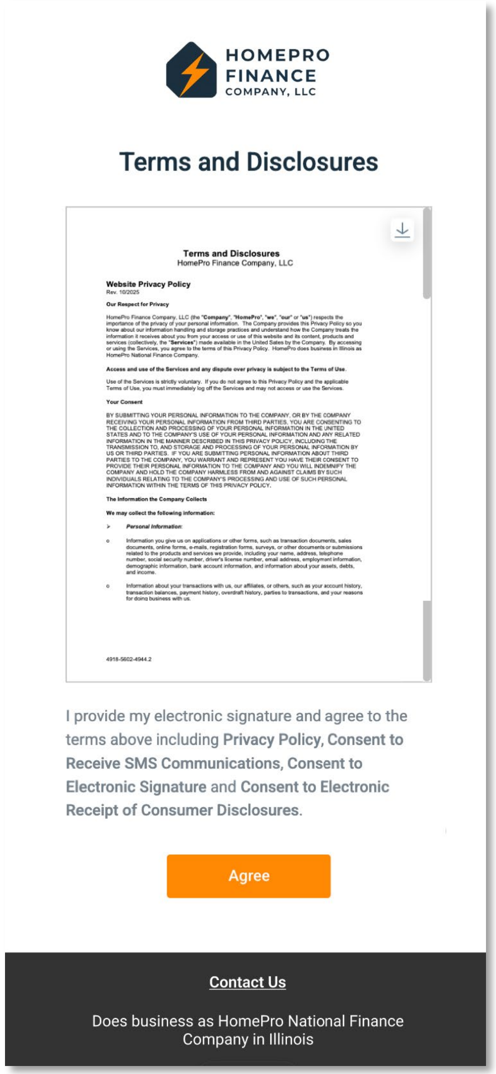


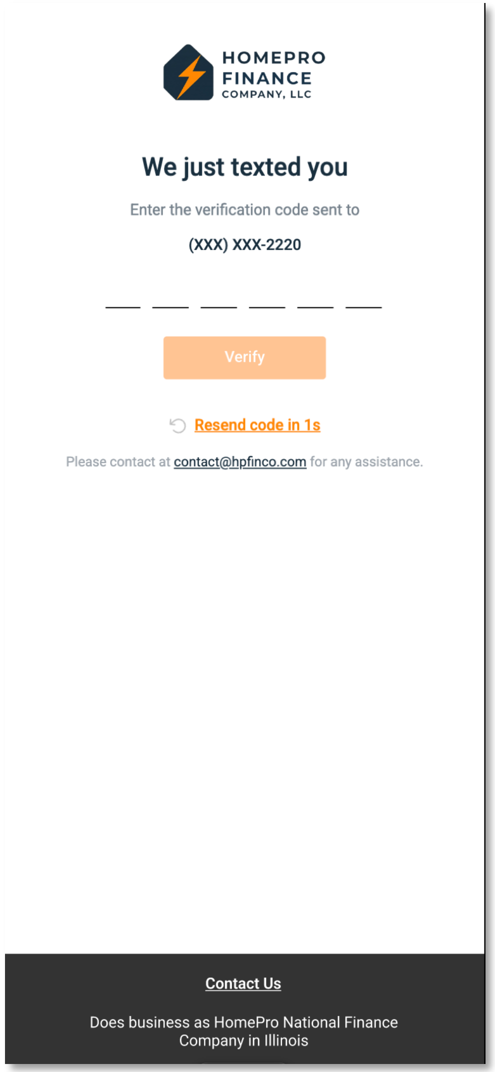


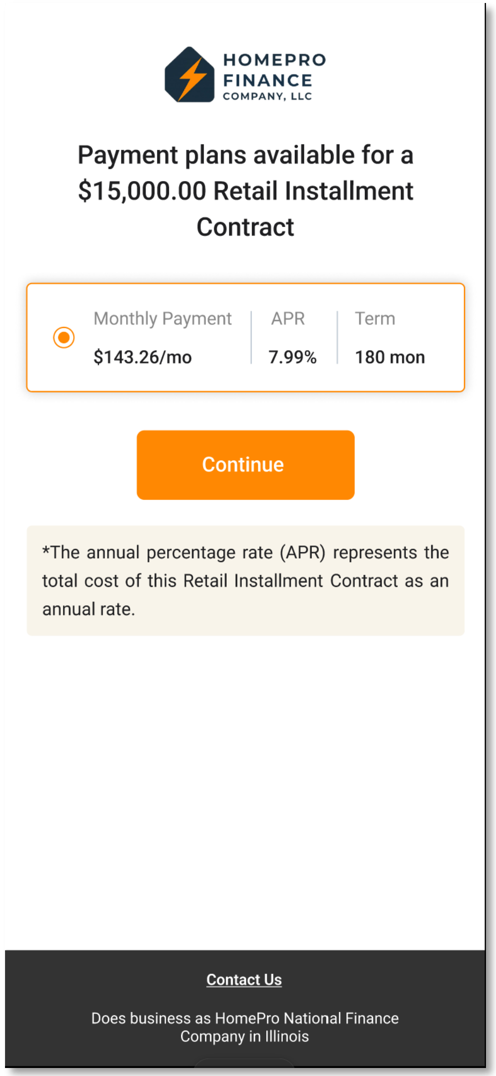
More Detailed Flow With Complete DocuSign Process











More Detailed Flow With Complete Docu Sign Process

HOMEPRO FINANCE COMPANY, LLC

Review and sign

Review and complete | Next

Mobile-Friendly

HOMEPRO FINANCE COMPANY, LLC

Review and sign

Review and complete | Next

Mobile-Friendly

Contact Us

Does business as HomePro National Finance Company in Illinois

HOMEPRO FINANCE COMPANY, LLC

Review and sign

Review and complete | Next

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Review and sign

Review and complete | Finish

Mobile-Friendly

Ready to Finish?

You've completed the required fields. Review your work, then select Finish.

Finish

Contact Us

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HOMEPRO FINANCE COMPANY, LLC

You're all done!

Congratulations! Your Retail Installment Contract has been approved and no further action is required. Lend Home Improvement will initiate the funding when the project is complete. You will receive an email from HomePro Finance Company, LLC for approving the funding request. Your Retail Installment Contract will begin when the funds are sent to the Lend Home Improvement J.

Thank your for choosing HomePro Finance Company, LLC to finance your home improvement project.

If you have any questions please contact HomePro Finance Company, LLC at contact@hpfinco.comor 888-497-5434.

Contact Us

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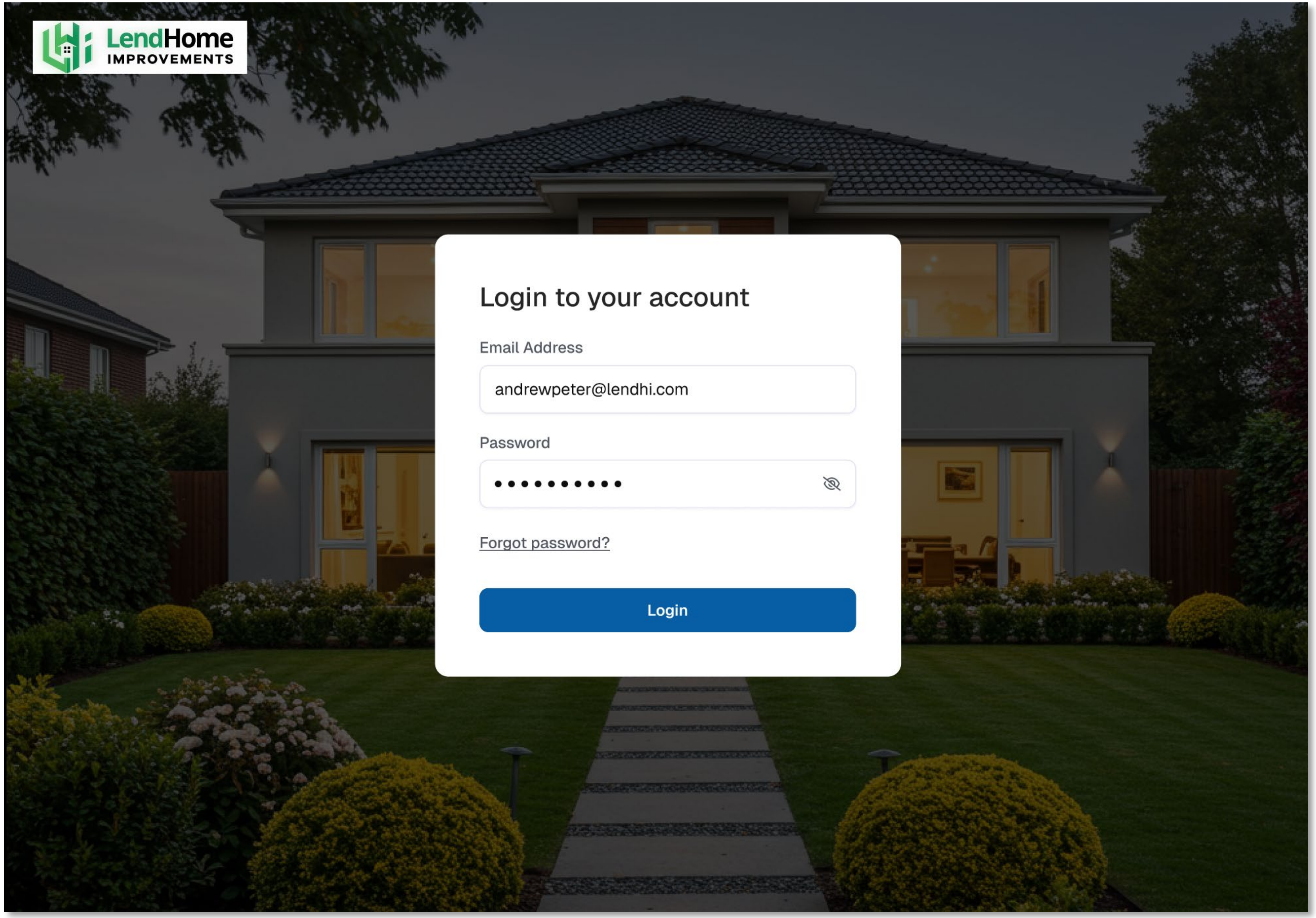
FUNDING PROCESS

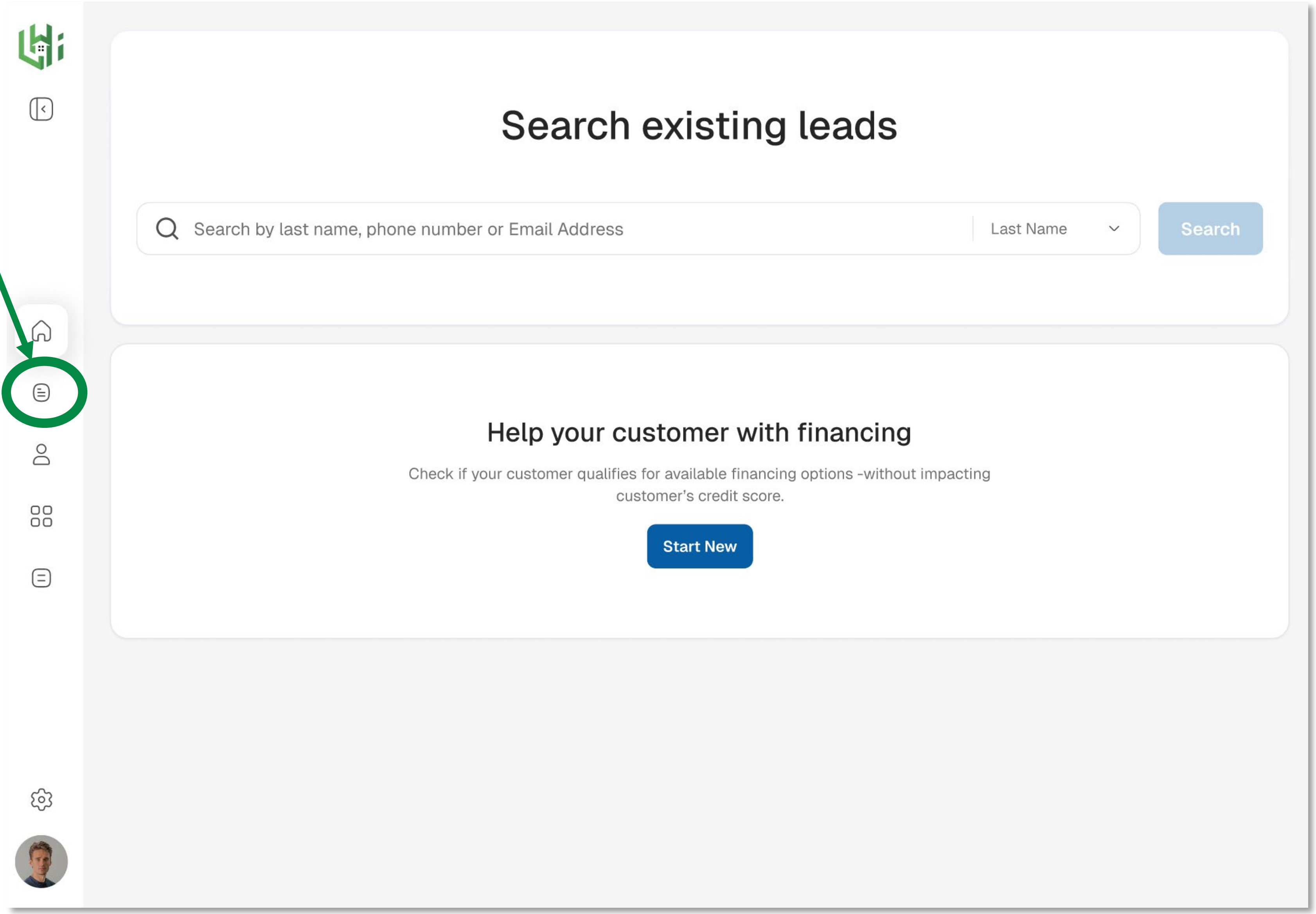
Login to Raise Funding Request

1. Dealer log in to the Portal



Landing Page

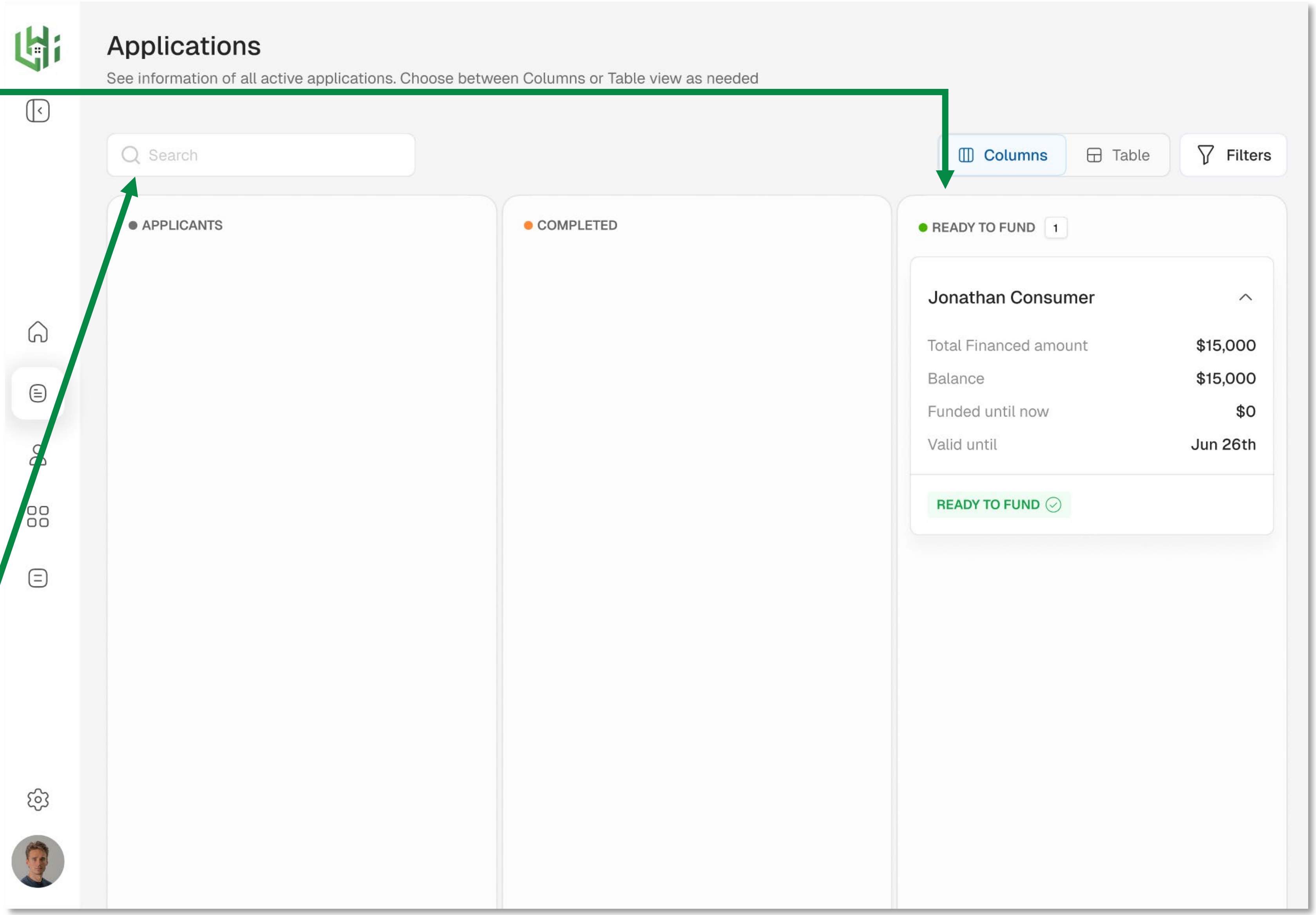
1. Click on the <u>Application ICON</u> to get to the account for which funding request needs to be raised



Funding Landing Page

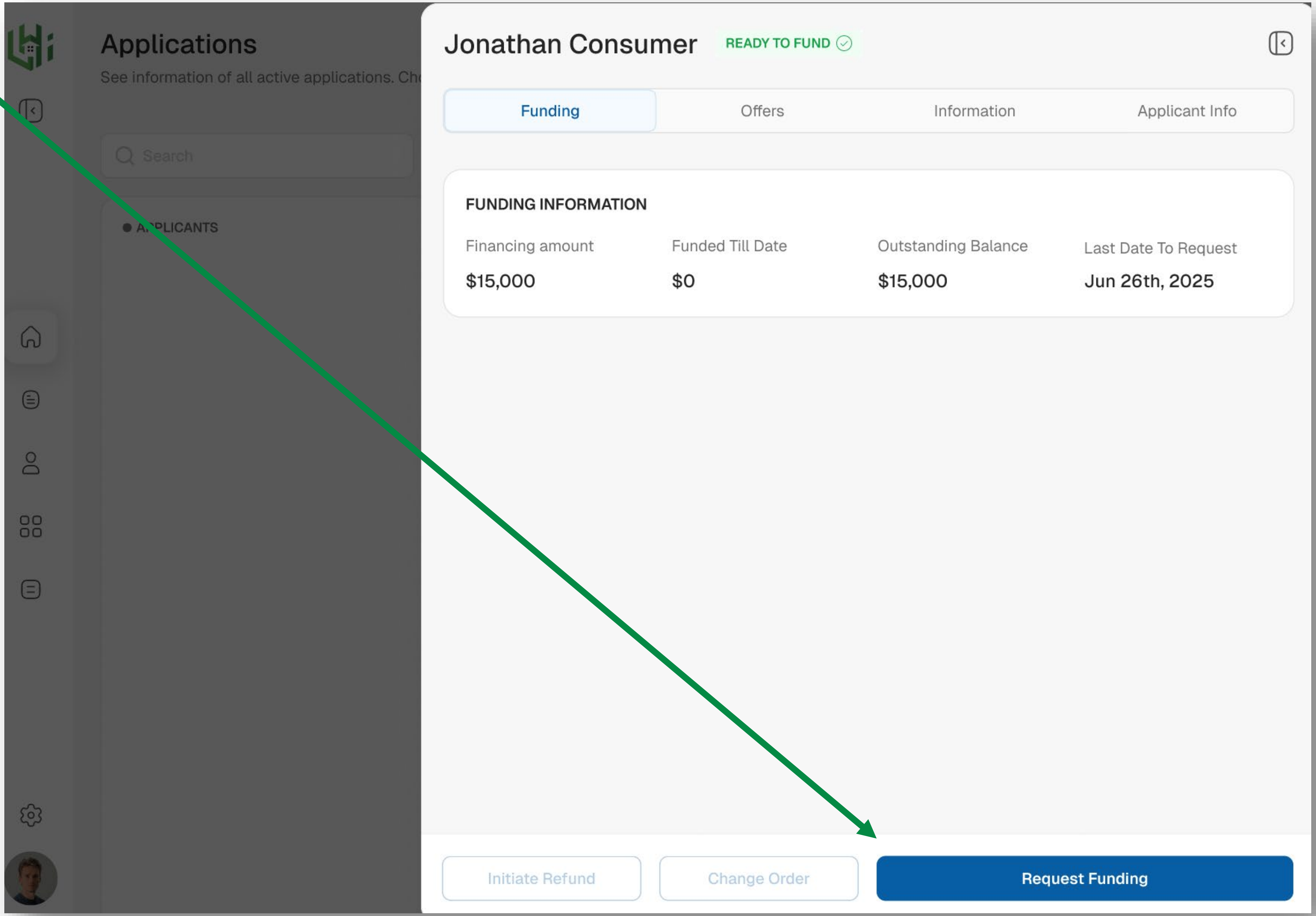
1. Locate the customer account in the “Ready to Fund” Section and click it

2. Search functionality is also available to locate the customer account by name



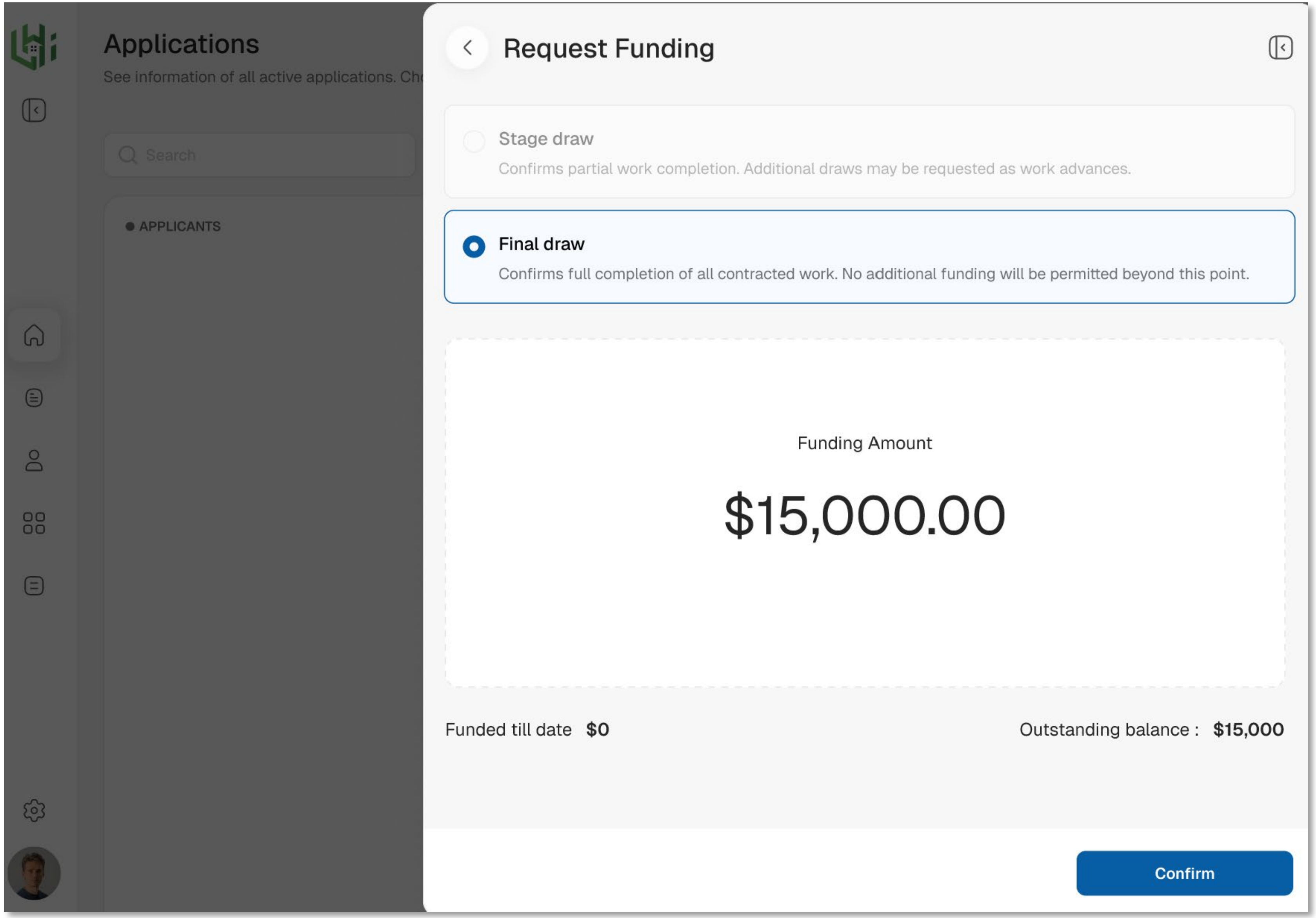
Request Funding

1. Click “Request Funding”



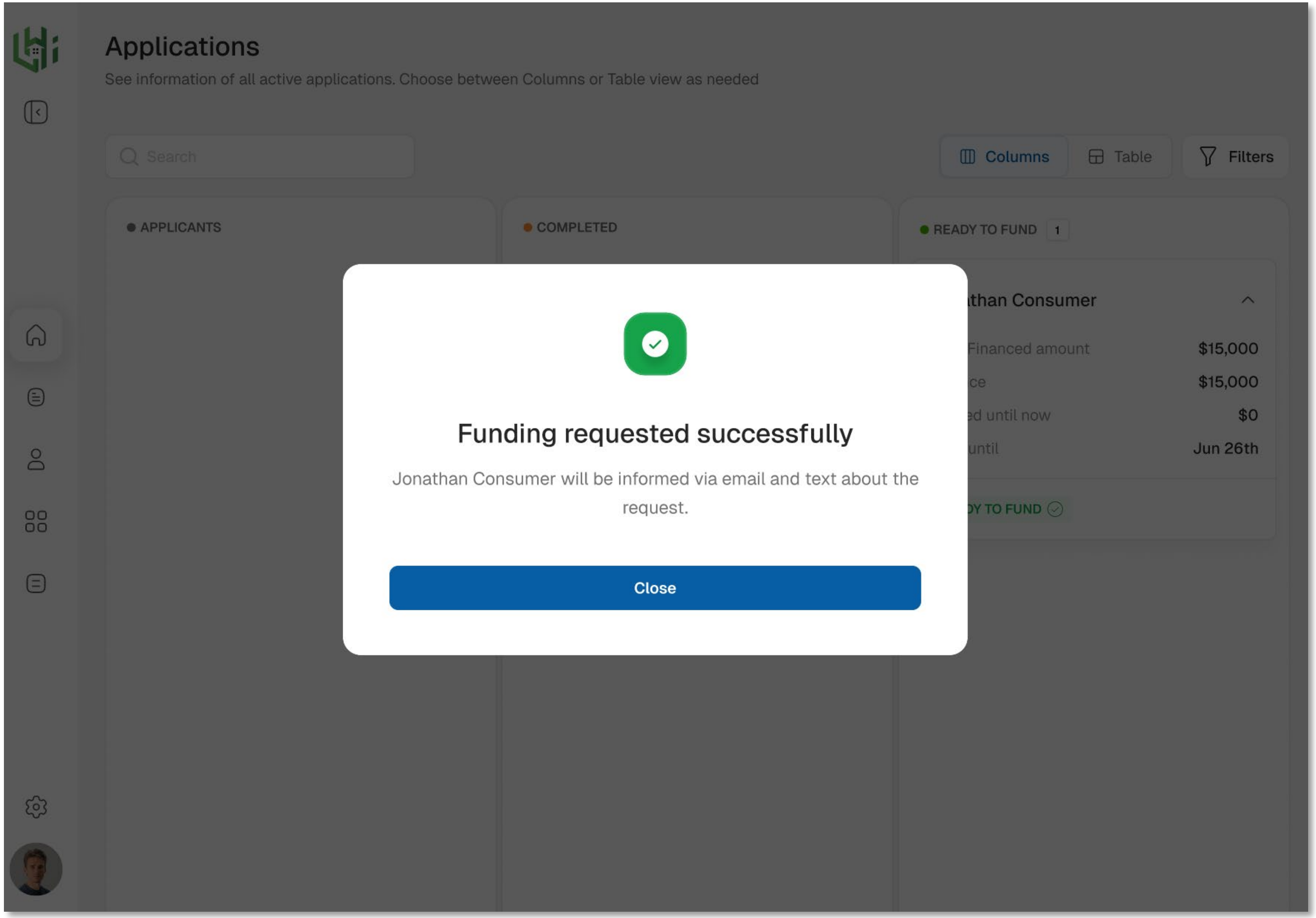
Confirm the Final Amount

1. Review the funding amount and click "Confirm"



Funding Request Confirmation

1. Click “Close”

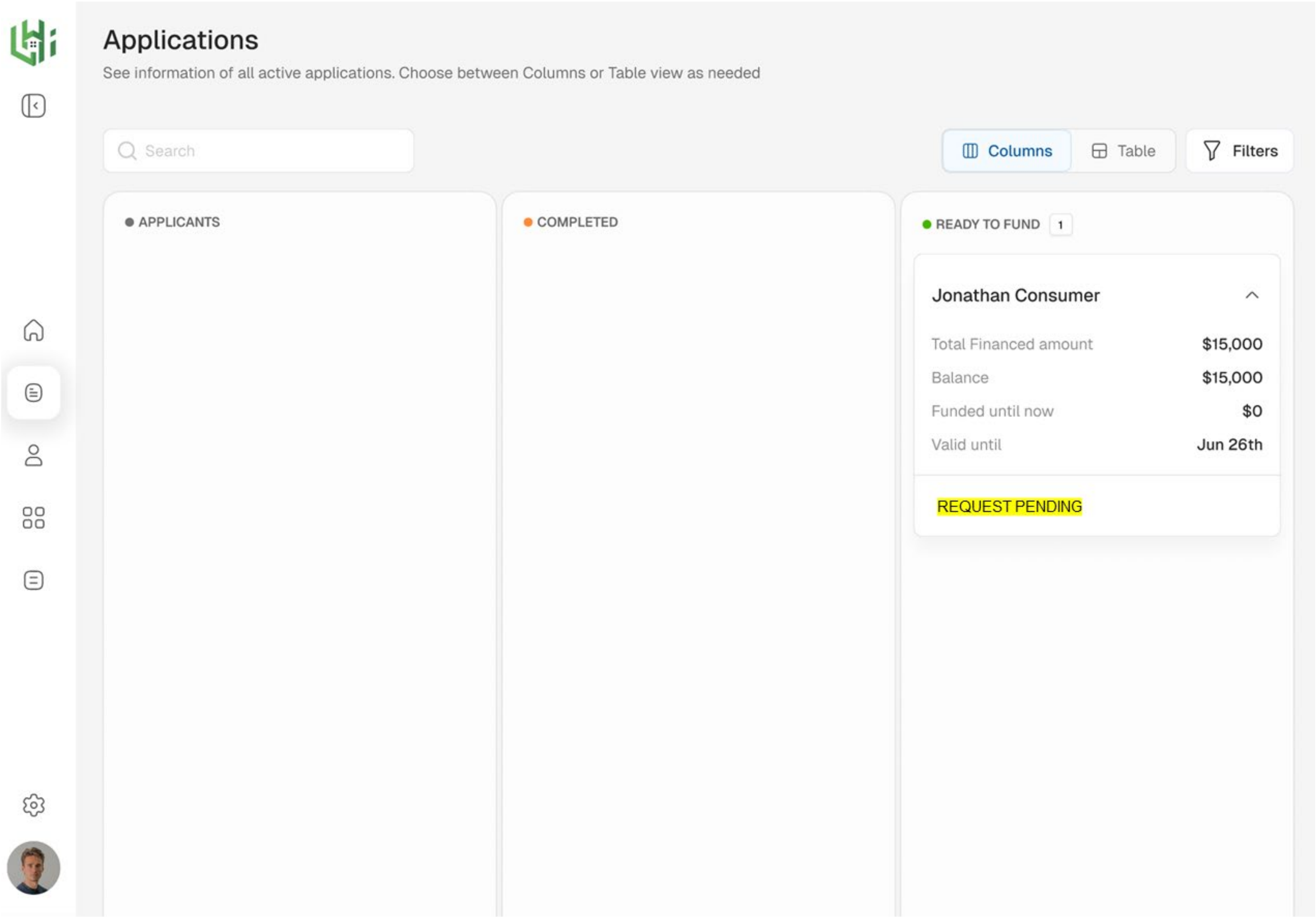


Funding Request Confirmation

1. Account Status will be updated to “Request Pending”

Next Steps

2. Dealer to sign the RIC contract sent over email



Daily Settlement Report will be shared with Dealer on the loans that are funded prior day via Email

Application ID	Borrower Name	Date	Gross Amount	Fee	Net Amount	Type	Merchant	Store	Contractor Name
HPJXTEEQRR	Delores Scott	2025-11-25T14:45:01-08:00	25000	0	25000	advance	AirSouth Bath	AirSouth Cooling and Heating	Nicolas De Luc
BEXVRY5G99	Kimberly Hill	2025-11-20T14:45:02-08:00	35631	4988.34	30642.66	advance	Unique Home Solutions of Ohio, LLC	Unique Home Solutions of Ohio, LLC	Ann M Liegl
913C7DRFHM	Rozellyn Mcdonald	2025-11-20T14:45:02-08:00	25000	0	25000	advance	AirSouth Bath	AirSouth Cooling and Heating	Kevin Howell
C67T7HMK4T	Deanna Spring	2025-11-19T11:22:25-08:00	13310	465.85	12844.15	advance	Unique Home Solutions of Ohio, LLC	Unique Home Solutions of Ohio, LLC	Ann M Liegl
HV7C3XG471	Chestine Bonner	2025-11-19T11:22:24-08:00	15000	1875	13125	advance	AirSouth Bath	AirSouth Cooling and Heating	Kevin Howell
33P58ZTAGB	Karen Kurtz	2025-11-19T11:22:25-08:00	22000	0	22000	advance	AirSouth Bath	Austin Water Solutions	Ann M Liegl
0PNQ6F5F8P	John Kofalt	2025-11-19T11:22:24-08:00	16330	1877.95	14452.05	advance	Unique Home Solutions of Ohio, LLC	Unique Home Solutions of Ohio, LLC	Ann M Liegl
8PG3Q250ST	Shunder Simpson	2025-11-17T14:45:02-08:00	10000	200	9800	advance	AirSouth Bath	AirSouth Cooling and Heating	Joe Peplinski
HY5DBB1VR5	Shunder Simpson	2025-11-17T00:10:22-08:00	15000	900	14100	advance	AirSouth Bath	AirSouth Cooling and Heating	Nicolas De Luc
FX8HDMJJXT	Kimberly Demogola	2025-11-12T14:45:02-08:00	6990	0	6990	advance	AirSouth Bath	AirSouth Cooling and Heating	Monica Sabala
3AGSW2RYTM	Thelma Juliot	2025-11-12T14:45:02-08:00	15000	600	14400	advance	AirSouth Bath	AirSouth Cooling and Heating	Nicolas De Luc
1D4FSY52G7	Daneka Washington	2025-11-12T14:45:02-08:00	12000	240	11760	advance	AirSouth Bath	AirSouth Cooling and Heating	Joe Peplinski
44JMA4WCMQ	Thelma Juliot	2025-11-10T14:45:01-08:00	25000	500	24500	advance	Unique Home Solutions of Ohio, LLC	AirSouth Cooling and Heating	Kevin Howell
T0PCBXFYKG	Laurie Erickson	2025-11-07T12:45:01-08:00	7000	0	7000	advance	Unique Home Solutions of Ohio, LLC	AirSouth Cooling and Heating	Monica Sabala
Q20TZXZRD1	Lucy Diana	2025-11-03T04:18:30-08:00	19900	0	19900	advance	AirSouth Bath	AirSouth Cooling and Heating	Zachary Hafeman
H8GZRD7M7V	Kentner Wilson	2025-11-03T02:15:02-08:00	50000	0	50000	advance	AirSouth Bath	AirSouth Cooling and Heating	Kevin Howell

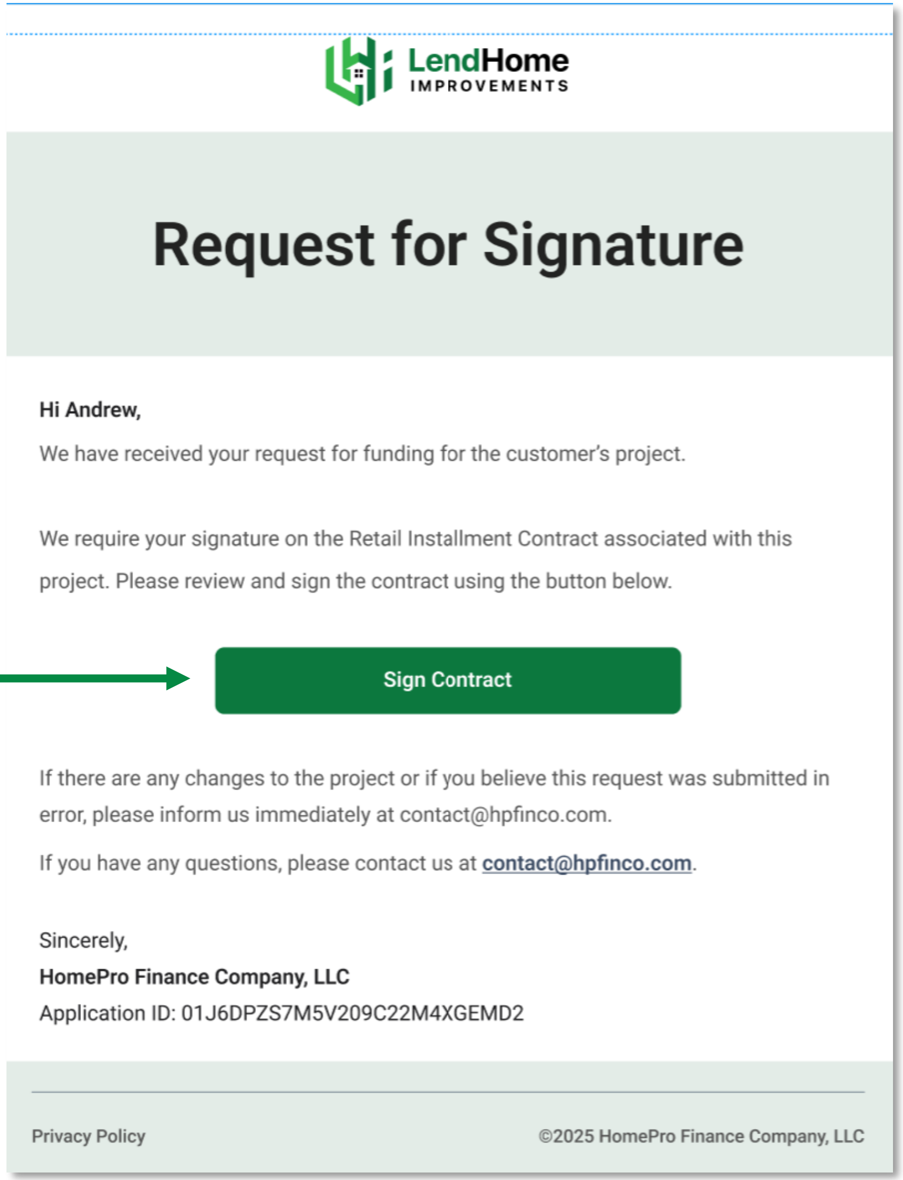
Multiple Email recipients can be configured

DEALER RIC SIGNING

Receive Email

1. Dealer will receive the RIC signature request on their Email

2. Click “Sign Contract” to start the DocuSign process



LendHome IMPROVEMENTS

Request for Signature

Hi Andrew,

We have received your request for funding for the customer’s project.

We require your signature on the Retail Installment Contract associated with this project. Please review and sign the contract using the button below.

Sign Contract

If there are any changes to the project or if you believe this request was submitted in error, please inform us immediately at contact@hpfinco.com.

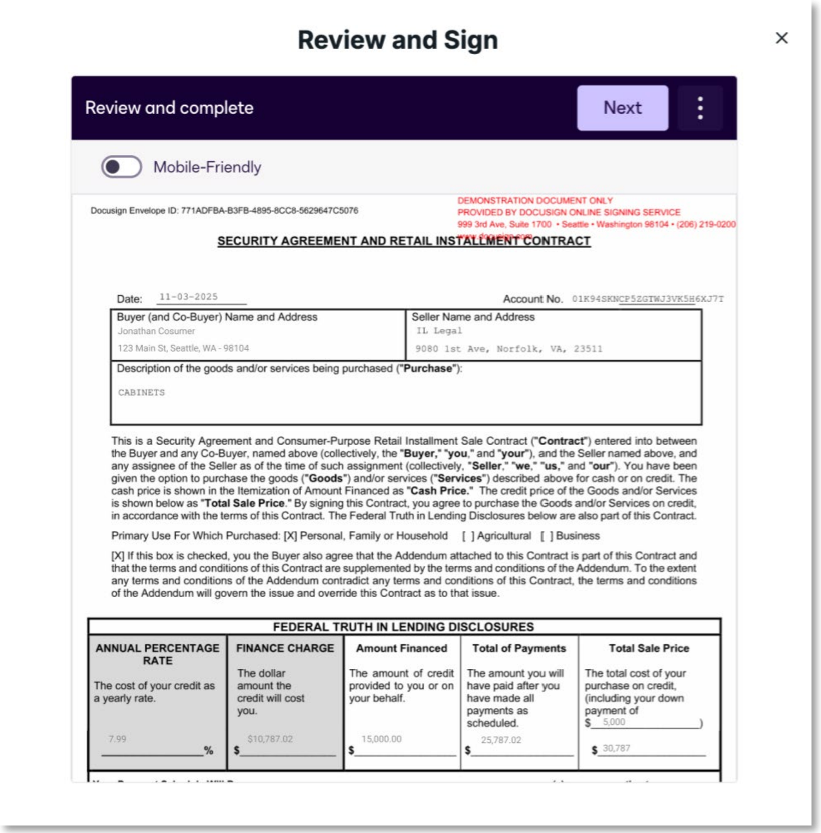
If you have any questions, please contact us at contact@hpfinco.com.

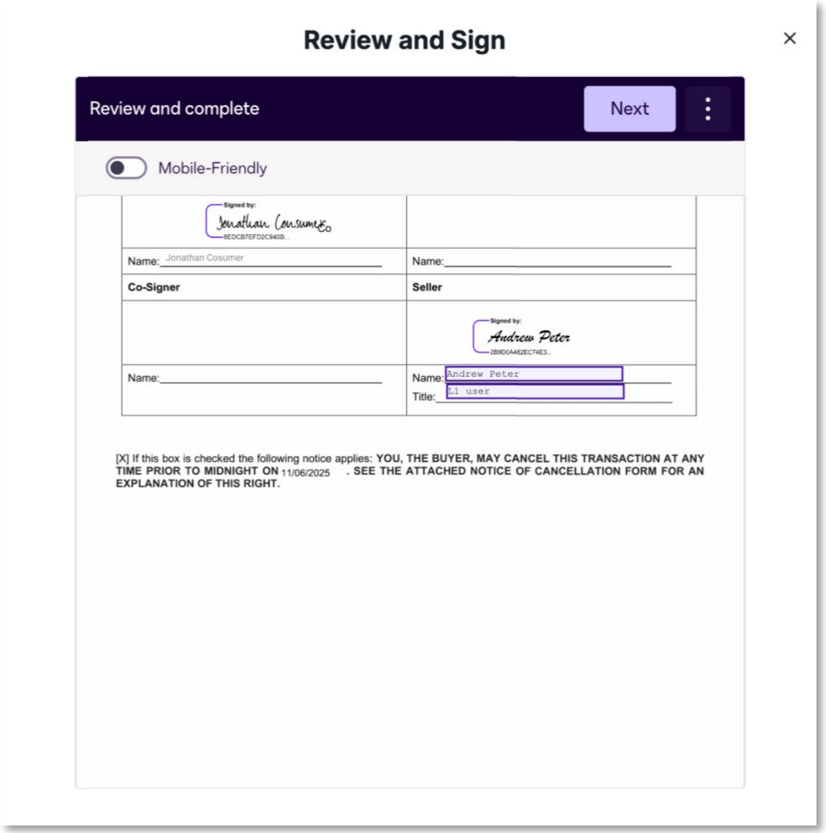
Sincerely,
HomePro Finance Company, LLC
Application ID: 01J6DPZS7M5V209C22M4XGEMD2

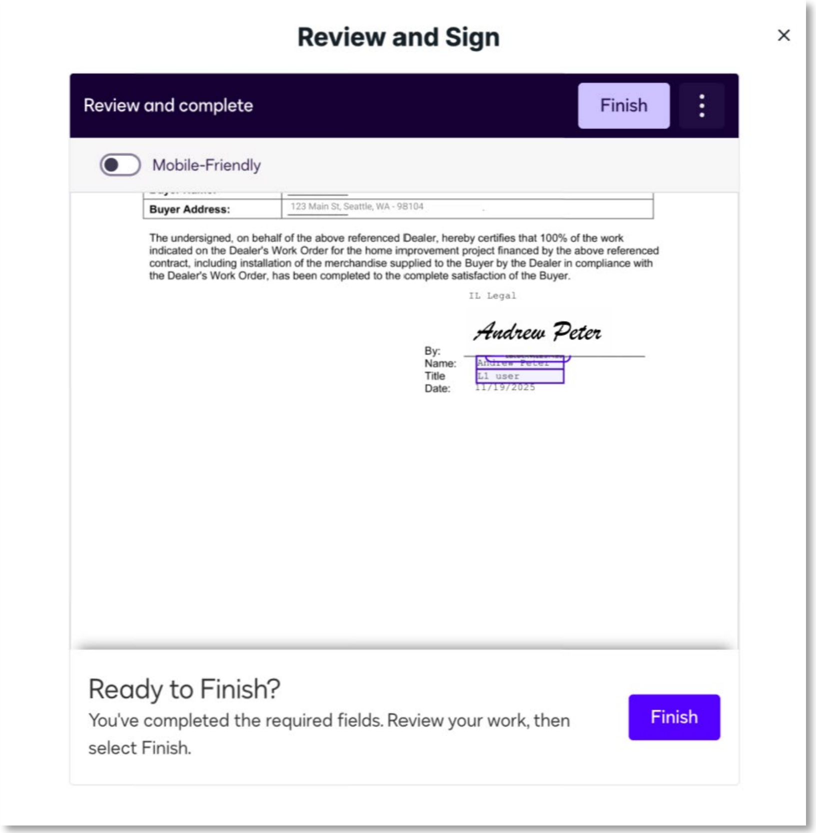
Privacy Policy

©2025 HomePro Finance Company, LLC

Dealer Completes Loan Documents Signature to Process the Funding



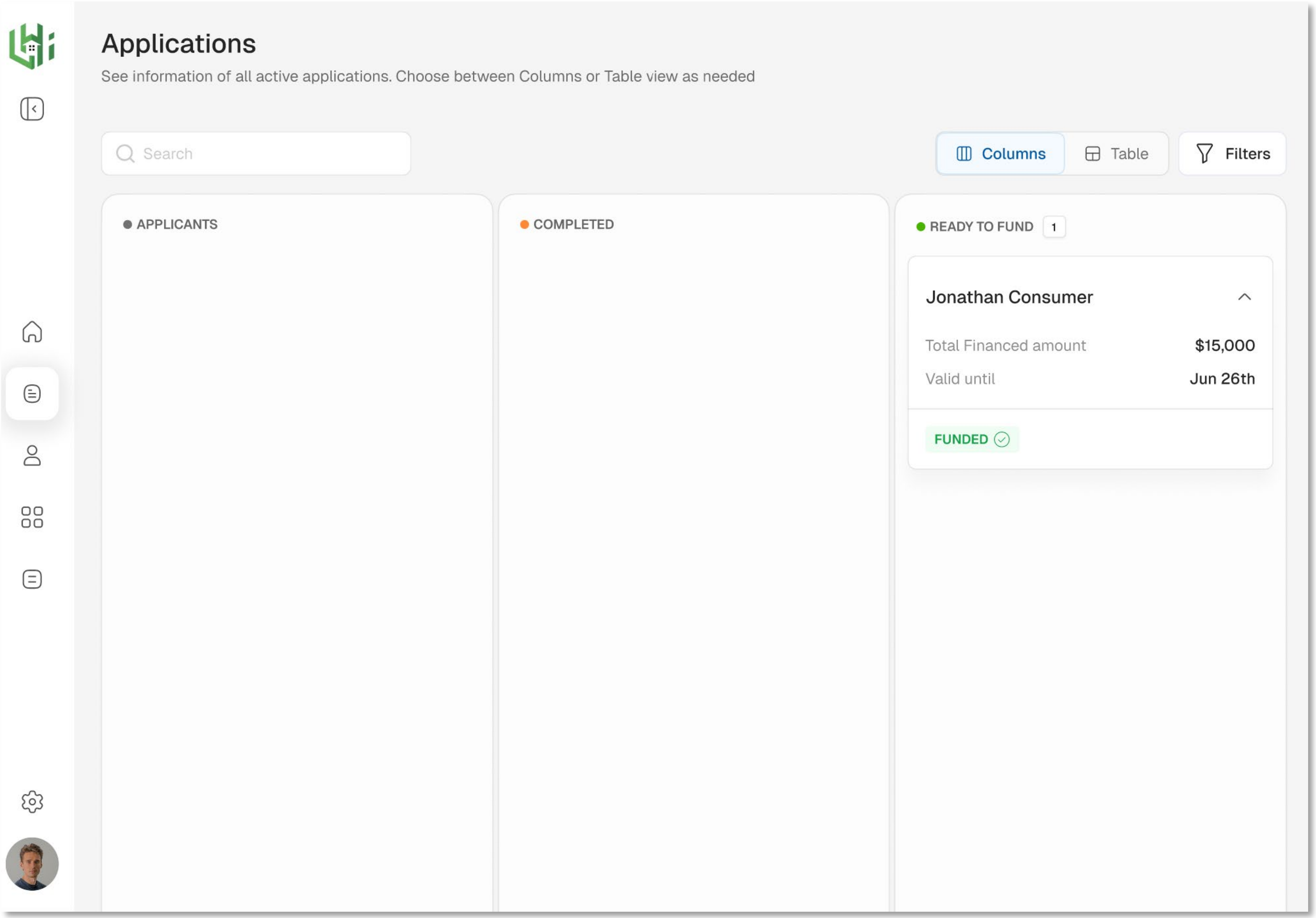




Receive Email

1. Fund will be disbursed next business day.

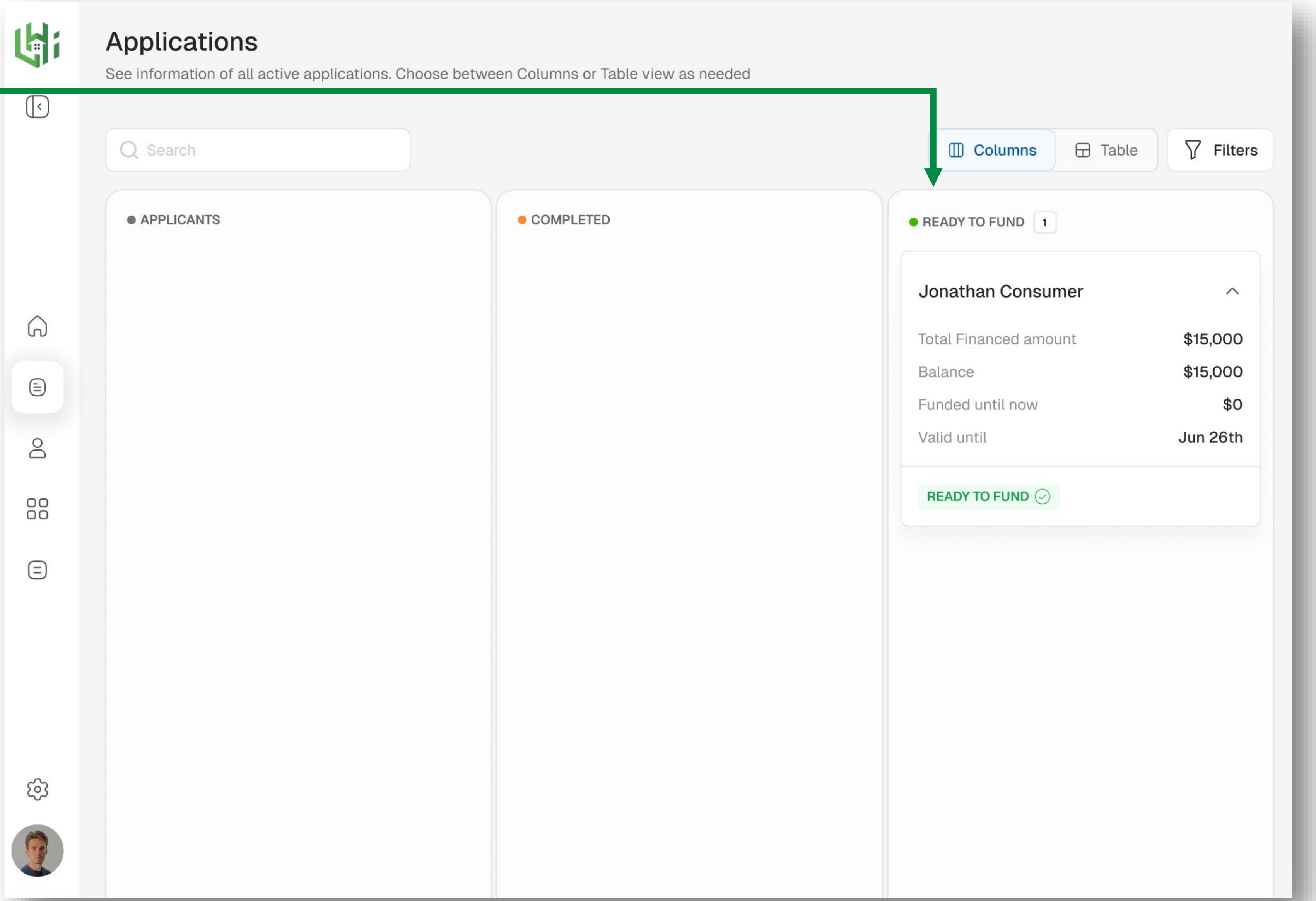
2. Account status will be updated to “Funded”



Change Order

Locate the account

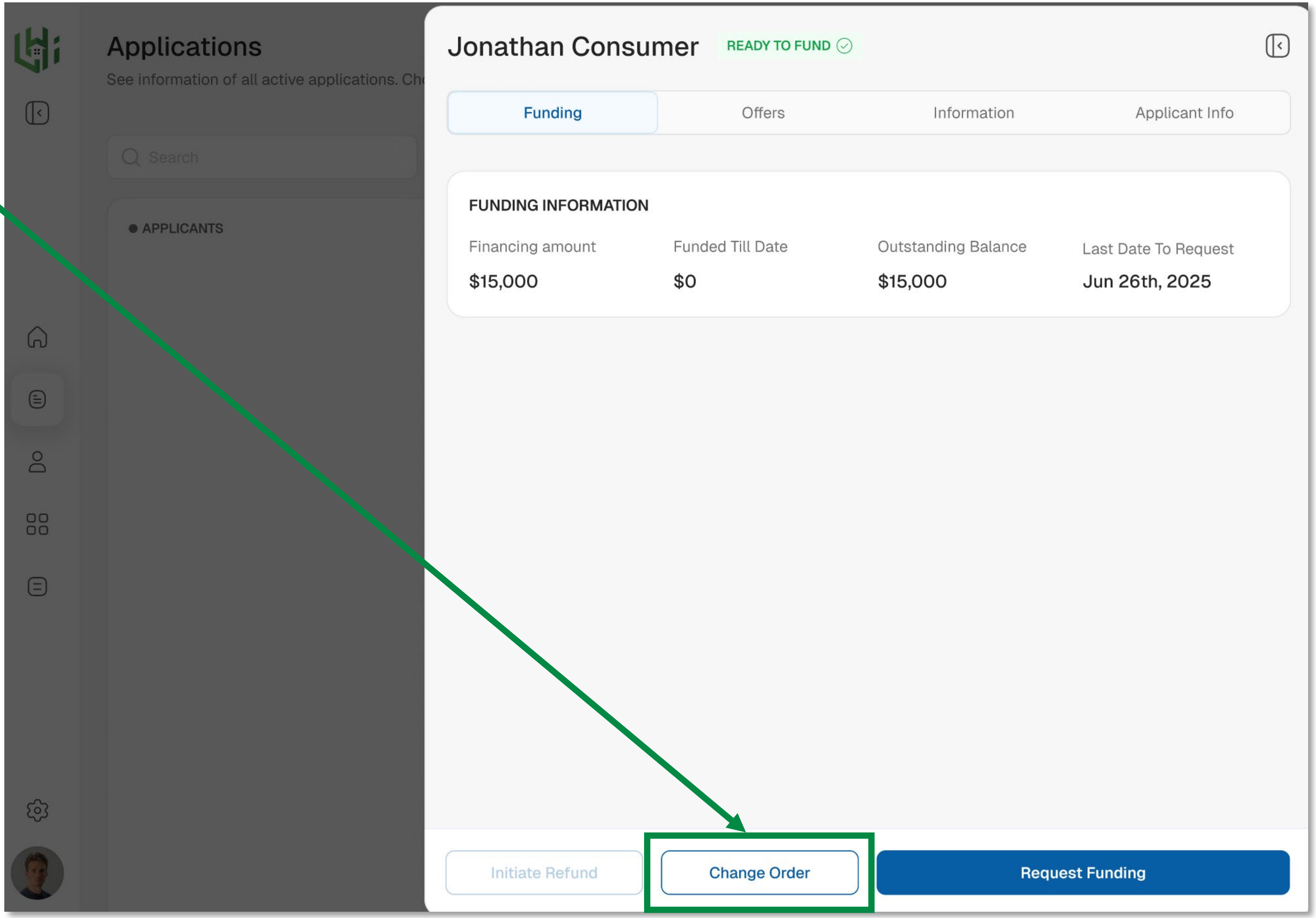
1. Locate the account in the application tab and click



Initiate Change Order Request

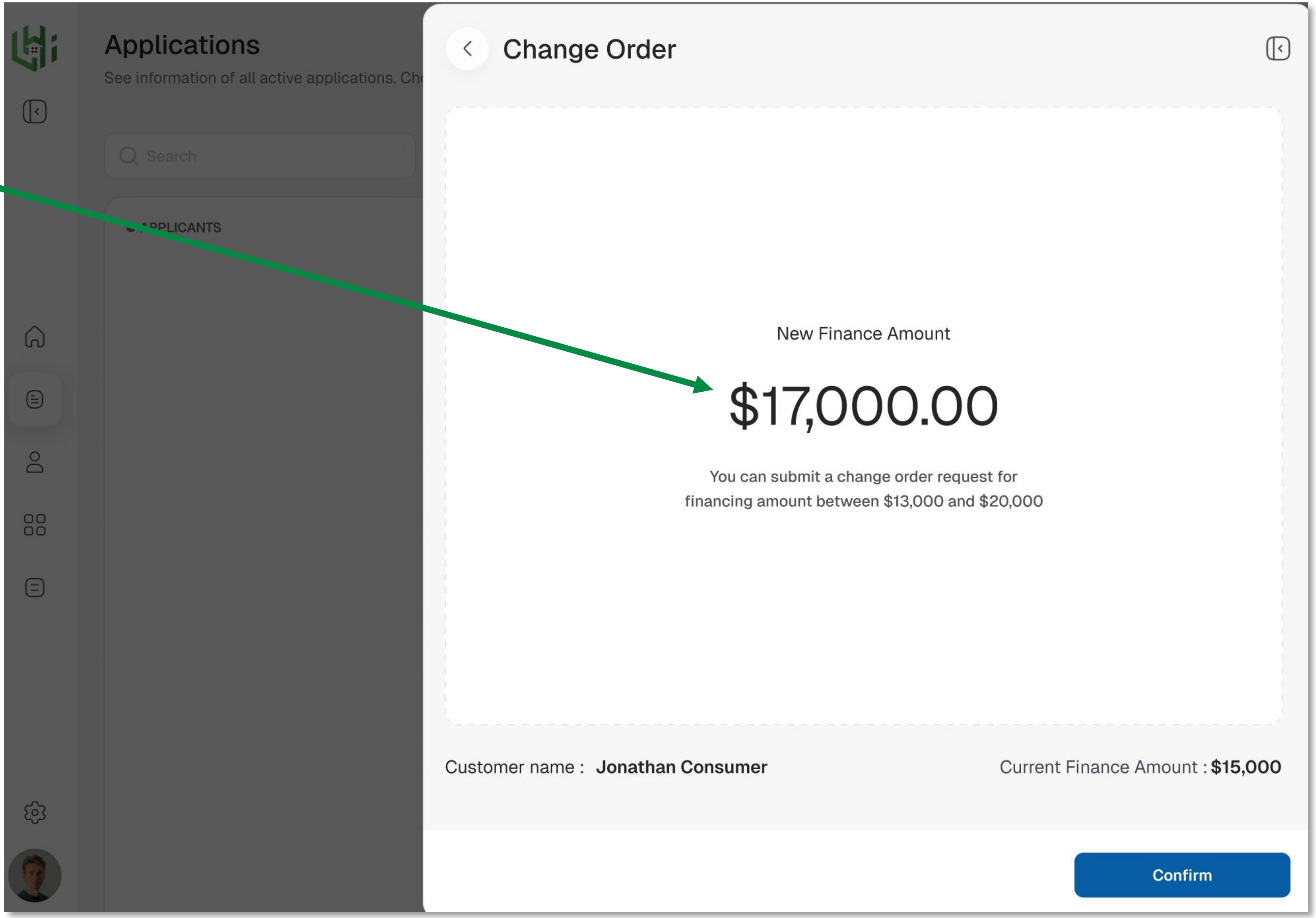
1. Click "Change Order" to update the financing amount

Note: Changing the order will restart the waiting period for funding



Initiate Change Order Request

1. Enter the updated financing amount and click "Confirm"

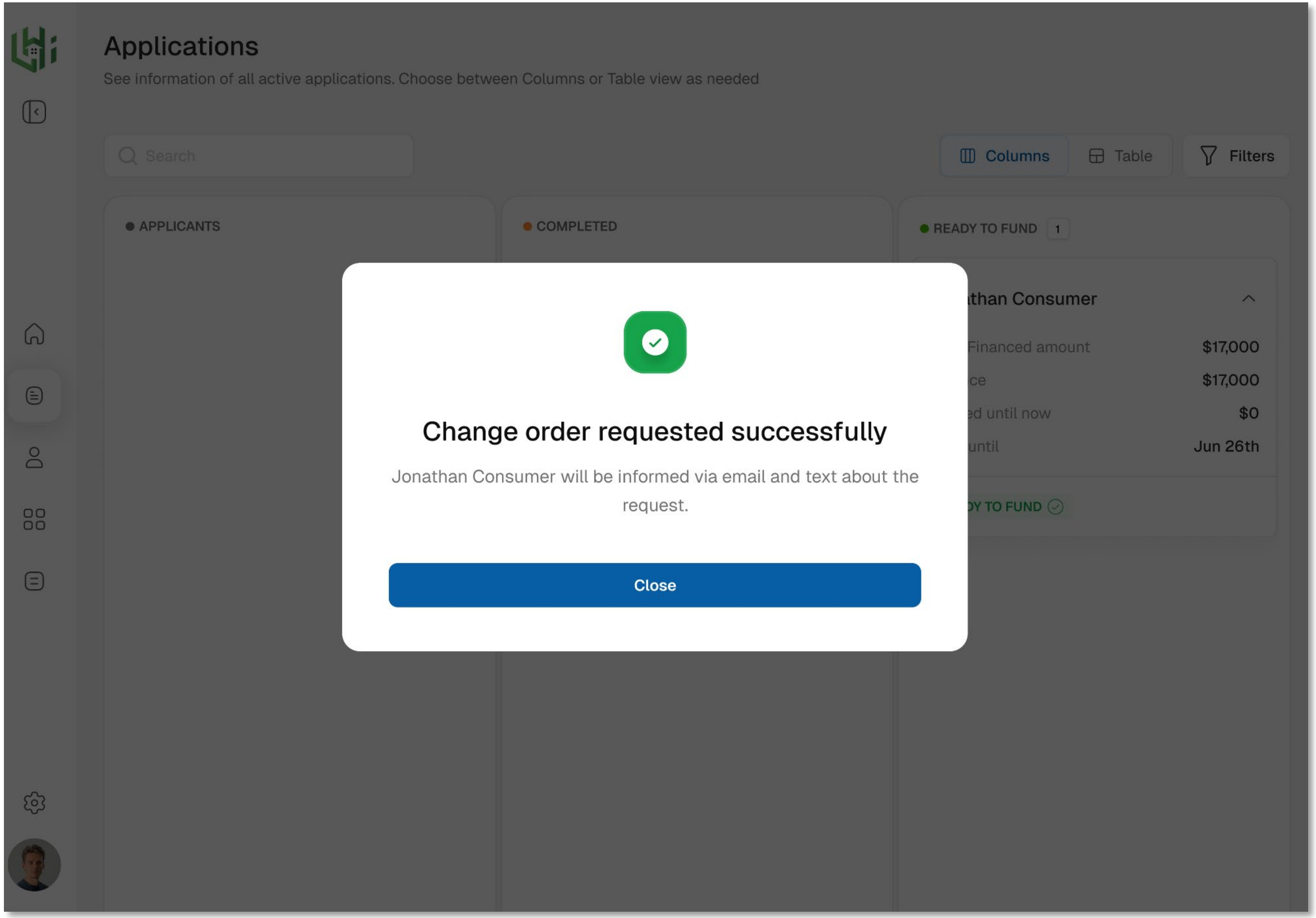


Request Confirmed

1. Confirmation screen

Next Steps:

Customer will receive email to sign the updated loan documents



Customer Reviews/Completes Change Order Request on Their Device

1:15

External

Has the project amount changed?

Hi AUSTIN SELZLER,

Your contractor has indicated that your project amount has changed. Do you want to update your retail installment contract amount? Follow the link below to get started.

Complete Change Order Request

This change order request will expire on 11/30/2025. If the request expires, your contractor can send a new request for your approval.

If you have any concerns with your project or if you have canceled in full or any portion of your service, you must inform us immediately at contact@hpfinco.com.

Sincerely,
HomePro Finance Company, LLC
(operates in Illinois as HomePro National Finance Company)
Application ID: 01KAX7H3TGCKXPRHSVP2NP64WM

CONTRACTOR USE ONLY - DO NOT DISTRIBUTE. Product terms and availability are subject to change at HomePro Finance Company, LLC's sole discretion.

Retail Installment Contract provided through HomePro Finance Company, LLC. To ensure delivery of service emails, add noreply@hpfinco.com to your address book.

Email Security: Protecting your privacy is HomePro Finance Company, LLC's priority. If you are concerned that you have received fraudulent email, proprietary information or would like to report a suspicious email, please forward the email to contact@hpfinco.com.

Privacy Policy

HOMEPRO FINANCE COMPANY, LLC

Verify your mobile

We will text you a one-time code.

Mobile Number
(XXX) XXX-2004

By checking this box, I authorize HomePro Finance Company, LLC and its service provider to send one-time passcodes by text message to the phone number you provided. Message and data rates may apply. We may use automated systems to send one-time passcodes.

Continue

Contact Us

Does business as HomePro National Finance Company in Illinois

HOMEPRO FINANCE COMPANY, LLC

We just texted you

Enter the verification code sent to

(XXX) XXX-2004

8 2 5 4

Continue

Resend text or Get code via call

Contact Us

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HOMEPRO FINANCE COMPANY, LLC

Please review your new financed amount.

Current Financed Amount
$15,000.00

New Financed Amount
$17,000.00

Continue

Reject Change Order Request

This change order request is valid until <MM/DD/YYYY>. If updated Retail Installment Contract disclosures are not agreed to by said date, your change order request may be canceled.

Contact Us

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HOMEPRO FINANCE COMPANY, LLC

Please review the below details before proceeding

Final Amount	
Current Financed Amount	$15,000.00
Change Order Amount	+$2,000.00
Principal Paid	-
Updated Financed Amount	**$17,000.00**

Monthly Payments	
Total Monthly Payments	180 months
Monthly Payments Elapsed	
Principal Paid	-
Monthly Payments Remaining	**180 months**

Continue

Your WPDI promotion is not impacted by your change order. See your updated retail installment contract disclosures for details.

Contact Us

Does business as HomePro National Finance Company in Illinois

Customer Reviews/Completes Change Order Request on Their Device - CONTINUED

HOMEPRO FINANCE COMPANY, LLC

Review your new payment amount

Monthly Payment Amount	
Current Monthly Payment	$143.26
Change in Monthly Payment	+$19.1
New Monthly Payment Amount	$162.36

The new monthly payment will be effective upon your next payment due date. See your updated Retail Installment Contract disclosures for additional details. The monthly payment is calculated based on the updated financed amount and number of monthly payments remaining in your Retail Installment Contract term.

Continue

Reject Change Order Request

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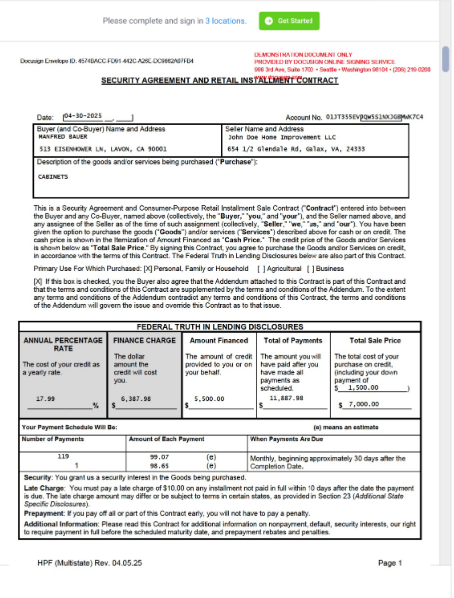
Does business as HomePro National Finance Company in Illinois

HOMEPRO FINANCE COMPANY, LLC

Review and sign



For easier viewing, download using the menu option in the green bar once your Retail Installment Contract agreement is visible. Upon clicking "FINISH", you will be sent an email to your Retail Installment Contract Agreement.

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$17,000.00

Your change order request is complete and your updated financed amount and new monthly payment have been changed.

What happens next?

1. Once your project is ready to begin, <Lend Home Improvements> will request funds from HomePro Finance Company, LLC. This request will trigger an email for you to complete a brief Retail Installment Contract verification checklist. You must complete this checklist before funds can be sent to <Lend Home Improvements>.
2. Once <Lend Home Improvements> receives the initial Retail Installment Contract funds, you will receive an email from Launch Servicing, LLC with details about your payment schedule, start of your monthly payment and how to set up your online account.

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Change Order Completed

1. Account will get updated to "Ready to Fund" status with new amount