Last Updated 3/31/2025

Home Equity Line Product Guide

An overview of the benefits and how it works

Help customers unlock equity in a flash

Give customers the option to tap their home equity without giving up their low mortgage rate, all while **earning additional income**.

How it works

- **Standalone HELOC**
  for up to the 3rd lien position
- **Up to $400k**
  with terms of 5, 10, 15, or 30 years
- **Soft credit inquiry**
  know what you prequalify for in seconds
- **Lower rates**
  compared to alternatives such as personal loans and credit cards
- **100% online application**
  no need to go to the bank, apply from the comfort of home!
- **Promotional discounts**
  get a low fixed rate locked in for a long time
- **Fast funding**
  apply in minutes with funding in as few as 5 days
- **Pay for other expenses**
  such as home renovations or debt consolidation
- **No out-of-pocket costs**
  pay nothing into funding with simply monthly payments

Be in the business of quickly helping people

Earn additional income

while staying focused on your core competency, mortgage. This highly-automated application creates a fast and easy experience for your customers.

Close quickly and easily - earn your commission faster

with a 5 minute application, funding in as few as 5 days, 100% online application.

Increase engagement with your customers

Offer a value-add financial solution to tap home equity (vs cash-out refi) in a high rate environment, which in turn strengthens their relationship with current clients.

Protect your relationship

and stay in the driver’s seat. As the trusted loan officer, you can better maintain your relationship until a refinance or purchase makes sense.

HELOC Product Overview

This product is a line of credit secured by the applicant's home. It's a fixed-rate[1] loan with a set term and is fully disbursed, with funding in as few as 5 days.[2] The product also allows for additional draws over time.

	Description	Notes*
Lien position	Max of 3rd lien position	1st, 2nd, and 3rd
Terms	5, 10, 15, 30	Years
Amount range	$25k – $400k	Max 400K per borrower
Rate discounts	0.25%	Autopay enrollment
Credit min.	Primary: 640 Secondary : 680	Experian FICO 9 *Only primary applicant is used to qualify
CLTV max (Primary)	85%	Depends on FICO score, lien position, and amount selected
CLTV max (Secondary)	70% 2nd Lien 80% 1st Lien	Secondary and investment properties
CLTV max (3rd lien)	70%	Primary properties only
Debt-to-income	<50%	Intellidebt can be used to pay off debts to help borrowers qualify
Origination fee	1.50% – 2.99%	Selectable by applicant & included in the loan amount. Ranges based on credit profile and state where property is located.

Full matrix and product information on following pages

Identity Verification

The applicant will need to verify their identity by uploaded (or taking a photo) of their valid US Driver's License, State ID, Passport, or Permanent Resident Card. It must be a clear photo with all four corners showing and no scans.

Income analysis

The applicant and spousal income* can be verified automatically during the application process. The applicant will be presented multiple methods to verify and connect their online accounts to link income.

*Only permitted in community property and homestead states

[1]This Home Equity Line is an open-end product where the full loan amount (minus the origination fee) will be 100% drawn at the time of origination. The initial amount funded at origination will be based on a fixed rate; however, this product contains an additional draw feature. As the customer repays the balance on the line, the customer may make additional draws during the draw period. If the customer elects to make an additional draw, the interest rate for that draw will be set as of the date of the draw and will be based on an Index, which is the Prime Rate published in the Wall Street Journal for the calendar month preceding the date of the additional draw, plus a fixed margin. Accordingly, the fixed rate for any additional draw may be higher than the fixed rate for the initial draw.

[2]Approval may be granted in five minutes but is ultimately subject to verification of income and employment, as well as verification that the property is in at least average condition with a property condition report. Five business day funding timeline assumes closing the loan with our remote online notary. Funding timelines may be longer for loans secured by properties located in counties that do not permit recording of e-signatures or that otherwise require an in-person closing.

Property types

- Single-family residences
- Townhomes
- Planned unit developments
- Condominiums
- Duplexes
- 3-4 Unit Properties
- Secondary homes
- Investment properties

Valuation

- Determined by AVM
- No appraisal required
- Completed in seconds!
- Information provided by third party
- Fully online and automated

Additional draw terms

Original term	Draw period
5 yrs	2 yrs
10 yrs	3 yrs
15 yrs	4 yrs
30 yrs	5 yrs

*Minimum draw of $500 and up to 100% of the original credit limit

Other information

- 90-day seasoning required from date of purchase
- No condominium questionnaire required
- Applicants have 14 days to reach a hard credit pull. After the hard credit is pulled, they have 29 days from that date to make it to a fundable state.
- A verification of employment will need to be complete. This is typically done automatically.
- eNotary will be done in counties that support eRecording.
- Funding occurs after notary (and possible rescission) via ACH.

Product Information

Full Disbursement

It's a fixed-rate line with a set term and is fully disbursed at the time of funding which means we give your client the full amount of their line of credit upfront. It also includes the option for additional draws over time.

- The additional draw limit is 100% of their total line of credit amount, which is the sum of their initial draw amount and origination fee. The length of time they may access the additional draw depends on the term length they choose.

Eligibility Matrix (Non-duplex property types)

Occupancy	Lien Position	Max Loan Amount	Maximum CLTV*	Credit Score Range	DTI
Non-owner Occupied	1	$400,000	80%**	680-850	50%
Non-Owner Occupied	2	$200,000	70%	680-719	50%
Non-Owner Occupied	2	$225,000	70%	720-759	50%
Non-Owner Occupied	2	$250,000	70%	760-850	50%
Owner Occupied	1	$400,000	80%	680-739	50%
Owner Occupied	1	$400,000	85%	740-850	50%
Owner Occupied	3	$100,000	70%	680-759	50%
Owner Occupied	3	$150,000	70%	760-850	50%
Owner Occupied	2	$150,000	85%	680-739	50%
Owner Occupied	1-2	$125,000	80%	660-679	50%
Owner Occupied	1-2	$125,000	75%	640-659	50%
Owner Occupied	2	$250,000	85%	740-850	50%
Owner Occupied	2	$200,000	80%	680-699	50%
Owner Occupied	2	$250,000	80%	700-739	50%
Owner Occupied	2	$300,000	80%	740-850	50%
Owner Occupied	2	$350,000	75%	740-759	50%
Owner Occupied	2	$400,000	75%	760-850	50%

* Maximum CLTV is also subject to FSD and product offering (see Separate Max Allowable CLTV)

** The minimum loan amount is $110,000 for CLTV > 70% and <= 80%

Eligibility Matrix (Duplex property types)

Occupancy	Lien Position	Max Loan Amount	Maximum CLTV*	Credit Score Range	DTI
Non-owner Occupied	1	$400,000	80%**	680-850	45%
Non-Owner Occupied	2	$200,000	70%	680-719	45%
Non-Owner Occupied	2	$225,000	70%	720-759	45%
Non-Owner Occupied	2	$250,000	70%	760-850	45%
Owner Occupied	1	$400,000	80%	680-850	45%
Owner Occupied	2	$200,000	80%	680-699	45%
Owner Occupied	2	$250,000	80%	700-739	45%
Owner Occupied	2	$300,000	80%	740-850	45%
Owner Occupied	2	$350,000	75%	740-759	45%
Owner Occupied	2	$400,000	75%	760-850	45%

* Maximum CLTV is also subject to FSD and product offering (see Separate Max Allowable CLTV)
** The minimum loan amount is $110,000 for CLTV > 70% and <= 80%

Eligible Property Types

- Single Family Residences (SFR)
- Townhomes
- Planned Unit Developments (PUDs)
- Condos
  - Including Mid-Rise and High Rise Condos
- Duplexes
- 3-4 Unit Properties

Ineligible Property Types

- Co-ops
- Commercially-zoned real estate
- Multi-family (5+) real estate
- Manufactured housing, timeshares, log homes, or houseboats
- Mixed-use properties
- Properties larger than 20 acres
- Properties with a Reverse Mortgage
- Properties purchased in the last 90 days
- Properties owned by Land trusts
- Leasehold Properties
- Ground Lease Properties

Properties Listed for Sale

- HELOC for Homes Listed for Sales:
  - Applicants identified as home sellers (self-identified or via MLS matching) will be eligible for this product only
  - CLTV cap - 80%
  - Origination fee only offered equal or above 2.99%.
    - Subject to state o-fee cap. If o-fee cap is below 2.99%, we will decline the application.
    - These are the states with o-fee caps under 2.99%: LA, IN, NC, ME, RI, TN, VT, WA

Variable Origination Fee

- We offer variable origination fees to allow our borrowers the opportunity to truly customize a financial solution that meets their needs.
- The origination fee is a one-time fee that may be selected by the borrower during prequalification. If an origination fee is selected, it is capitalized as part of the total line of credit amount, so the borrower doesn't have to pay the fee up front. Instead, it is paid off over time as part of the regular monthly payment on the line of credit.
- A higher origination fee reduces your APR and monthly payment but increases your total line of credit amount.
- For states with an origination fee "cap" (preventing the origination fee from meeting the above boundaries), o-fee may present based on the state's "cap".

Early Payoff

- The borrower can payoff their loan at anytime. We don't charge any prepayment penalties.
- There can be EPO if a borrower pays back 90% or more within 16 weeks.

Acceptable I.D.s

- In order to complete the application, you will need a valid, US-issued ID, which may be one of the following (An applicant is not required to be a citizen, but they must have a valid SSN, and a valid US issued ID):
  - Driver's License,
  - State ID,
  - Passport,
  - Passport Card, or
  - Permanent Resident card.

Trust Ownership

- For properties held in a Trust, we will need to review the full Certificate of Trust.
- Trust-eligible states:
  - AR, AZ, CA, CO, CT, DE, DC, FL, IA, ID, IL, KS, MA, ME, MI, MS, MN, NH, NM, NV, OR, SC, SD, TN, UT, VA WA, WY

Funding Timeline

- **Primary Residence:** Most funds are disbursed within 5 business days, which includes a 3-business day rescission period. (All calendar days except Sundays and Federal holidays.) After funds are disbursed, there can be a 2-3 business day processing period for ACH, depending on your financial institution.
  - Note: we do not initiate funding on weekends, so if an applicant has a rescission period ending on a Friday, this will "end" at 11:59pm, and funding will be disbursed the next business day.
- **Secondary Properties:** No rescission period. Most funding is disbursed within about 5 business days.
- Please keep in mind, that after funding is disbursed there may be an ACH processing period depending on your financial institution. This is typically 2-3 business days.

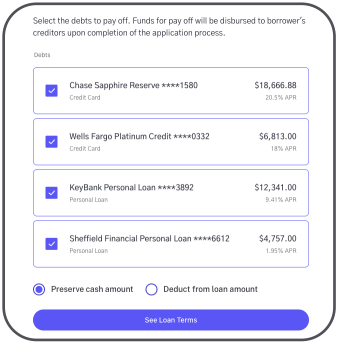
Direct Debt Payoff

How it works

Our HELOC can facilitate the direct payoff of loans and credit card debts. Using the 'Get Started' button during offer selection will show available debts to payoff. These same options will appear for the borrower during the application when they customize their offer.

There are two functions for debt payoff, which are listed below. The first is during the offer selection screen. **Borrowers may use the HELOC to payoff debts - either deducted from the loan amount or with an option to preserve cash amount.** The second option is if no offers generate during the inquiry. **The loan officer can select debts to help qualify their borrower.**

Debt Payoff During Offer Selection



Debt Payoff For Offers

✅ **Personal Loans, Revolving Credit, Auto Loans, Home-improvement Loans**

🚫 **Existing Liens***

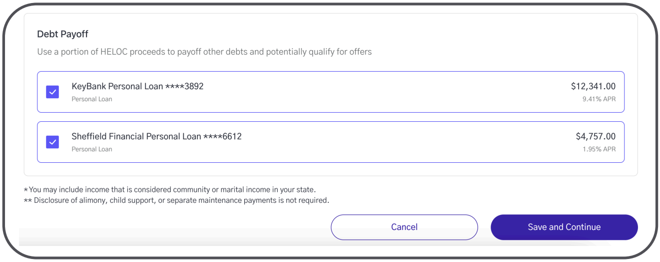
*Coming in a future phase of this feature

These accounts are provided by Method and cross-referenced during the soft credit pull. Only the listed accounts may be paid off - **you will not be able to manually enter accounts for payoff.**

Debt Payoff To Help Qualify

Qualify Debt Payoff

- If the borrower's DTI is over our limit, and there are not other limiting factors for offers, the inquiry will take you to our asset depletion screen. Here you will see debts that can be selected to potentially qualify your borrower.
- Qualify debt payoff can potentially create offers and increase their max eligible loan limit depending on selects.



Debt Payoff To Help Qualify

✅ **Personal Loans, Revolving Credit*, Auto Loans, Home-improvement loans**

*Revolving credit accounts will not be closed. Must meet requirements:

- Minimum FICO of 680
- No reported credit/charge card accounts in charge-off status
- A credit/charge card monthly payment-to-stated income ratio of 20% or less

🚫 **Existing Liens***

*Coming in a future phase of this feature

Additional Draws

Funding Timeline

- **Primary Residence:** Most funds are disbursed within 5 business days, which includes a 3-business day rescission period. (All calendar days except Sundays and Federal holidays.) After funds are disbursed, there can be a 2-3 business day processing period for ACH, depending on your financial institution.
  - Note: we do not initiate funding on weekends, so if an applicant has a rescission period ending on a Friday, this will “end” at 11:59pm, and funding will be disbursed the next business day.
- **Secondary Properties:** No rescission period. Most funding is disbursed within about 5 business days.
- Please keep in mind, that after funding is disbursed there may be an ACH processing period depending on your financial institution. This is typically 2-3 business days.
- You will receive an automated email when the fund transfer process is initiated.

How does the draw work?

- 100% DRAW
  - Additional draws are based on your credit limit (initial draw + applicable fees).
  - As you begin to pay down your line balance, you will be able to redraw up to 100% of your credit limit.
  - Additional draws must be at least $500 and the total outstanding balance cannot exceed 100% of the credit limit.
  - Your monthly payment may increase.
  - Your credit will not be re-run (no new hard credit pull will occur)

Additional Draw Periods

- DRAW TERMS
  - 5 year term | 2 year draw period
  - 10 year term | 3 year draw period
  - 15 year term | 4 year draw period
  - 30 year term | 5 year draw period

Wait period before credit is available from a payment

- 6 business days

Can I pay back 100% of the loan as soon as I receive it?

- You can immediately repay the line after your initial disbursement and we don't have any prepayment penalties, however there are a couple things to consider:
  - You would still have a regular monthly payment until any origination fee, notary fee, and accrued interest have been paid.
  - Additionally, with any future draw(s) the APR will be determined at the time of request, so the rate may differ from what's selected during the application process. Draw period can range, but is part of the terms selection process. Refer to your HELOC Agreement for details on the additional draw feature and how APR will be determined at the time of request.
  - With any future draw requests, a new AVM will be run and if the value of the property has declined significantly below the appraised value at origination, your right to obtain an additional draw will be suspended until the significant decline in value no longer exists. Refer to section 10 of your HELOC Agreement for additional details.

Income Verification

Income Verification

- We provide applicants numerous options for income verification and allows multiple sources to be linked.
- Linkage of tax returns or Payroll Provider, and Financial Institution is required to verify your stated income.
- We analyze inflow in your connected accounts to verify your stated income. We can perform this analysis through connected bank accounts, qualified asset accounts, tax returns and/or pay stubs.

Income Variance

- If we identify a variance in your stated income compared to verified income, we will let you know. You will have the option to connect additional accounts, provide additional information (e.g. pay stubs and tax returns), or select a lower line amount based on your verified income.

Total Annual Income

- The total annual income is the applicant's yearly gross income including bonus. They may also include their spouse's income if their state is considered a community or marital income state. Refer to the below chart for states that allow spousal income. No other individual may be included in the applicant's total annual income.

Spousal Income States*

AK, AL, AR, AZ, CA, CO, DC, FL, IA, ID, IL, KS, LA, MI, MN, MO, MS, MT, NC, ND, NE, NH, NJ, NM, NV, OH, OK, SC, SD, TN, TX, VT, WA, WI, WY

CT, DE, GA, HI, IN, ME, MD, MA, NY, OR, PA, RI, UT, & VA.

*States listed are just for reference and does not reflect our eligible lending state list

Manual Document Upload

- We utilize third party automated systems to verify income and are unable to accept checking statements or tax documentation. However, we do give the option for the applicant to upload their most recent paystub(s) or award letter.
- On the application, they will have the option to upload their document(s) into the system for verification.

Methods to Verify Income

Link Checking	Link Asset Account(s)	Link Paystubs	Link Tax Returns
• Utilizes Plaid to link financial accounts • Calculates gross income • Accounts must have at least 85 days of account history • Business accounts **cannot** be used to calculate income • Supported Institutions Plaid Demo	• Utilizes Plaid to link financial accounts • Savings accounts • Retirement (401k, IRA, Retirement and Roth) • Investments (Brokerage, Money Market and CD) • Applicants under age 59.5 will be allowed to use 70% of the retirement asset.	• Utilizes PointServ to link applicant's payroll provider • Applicant must have log credentials for payroll provider • Applicant must have a minimum of three paystubs, one of which is dated within five weeks of the application start date.	• Utilizes PointServ to link applicant's tax preparer • Applicant must have log credentials for tax preparer • If applicant does not have tax preparer, they can easily use an IRS.gov account for linking • Currently taking most recent tax year to verify

Notary

e-Notary Process

- You connect with our eNotary through a video conference by logging into your customer dashboard and selecting “Talk to a notary”.
- You’ll need a device that has a camera and microphone so you can interact with the eNotary.
- Our eNotary will complete all legal signing requirements in about a 10-minute session.

When can I complete my notary session?

- Our eNotaries are available Monday-Saturday (excluding major holidays) from 7am - 5pm Pacific Time. If you apply after hours, you’ll have the option to schedule an appointment during business hours at your convenience.

Manual Notary

- Some counties require a “wet ink signature” for recording purposes. We will arrange a signing with our vendor at a date, time, and location of your choosing.

How and when does my additional signer connect?

- Any additional signer identified in the application process is required to log in and complete a separate eNotary session.
- They will receive an email inviting them to set up a session after completing the online application.

Does everyone on title need to be on the line of credit?

- Only one owner applies and signs for the line of credit. However, any and all additional owners on the title are required to sign the mortgage document.

Why do I have to add my spouse if I’m the sole owner?

- You are being asked to add an additional signer because your property is located in a community property or homestead state. These states require spouses to be added to home equity line of credit applications simply to ensure awareness of the encumbrance. Rest assured, the additional signer's credit will not be pulled and they are not financially responsible for the line.

Why do I have to add my spouse if we have a prenuptial?

- You are being asked to add an additional signer because your property is located in a community property or homestead state. While a prenuptial agreement has been signed, we are unable to validate its enforceability. Additionally, we are unable to ensure the line of credit will only be repaid with separate income. Therefore, we ask you add your additional signer in order to proceed with the application.

Power of Attorney (POA)

- We do not accept Power of Attorneys (POAs)

Product Questions

The borrower just refinanced. Can I apply for a new HELOC right away?

- We recommend waiting 45 days after your refinance has been successfully recorded with your county before applying for additional financing with us. This is to ensure your liens are correctly reporting on both your credit profile, as well as our property data vendors which we use to calculate various details of your qualified offers.

How will my HELOC appear on their credit profile?

- Their home equity line will show as a “Revolving Tradeline” on their credit profile.

Can borrowers apply for multiple lines of credit?

- Yes! However, they must wait at least 45 days before applying again. (Recorded with the county and a complete status)

How do I cancel my application?

- If the applicant wishes to cancel for any reason, they will need to contact our OPS center via a communication method on the application. This includes phone, chat, and email communication to request a cancellation.
- If they have entered their 3-day cooling-off period for rescission, they will need to download and fill our the Right to Cancel form and send it into our OPS center to get their application cancelled.

How long does the borrower have to complete the application?

- Our applications remain active for 14 days if they have not yet continued beyond our account linkage stage (for income verification and linkage of disbursement account).
- Once your line of credit documents are generated for their review (note_signing), another 29 days are provided to complete your application with us.

The borrower’s credit is frozen/locked. How do I proceed?

- To proceed you will need to either have the borrower unlock or unfreeze your credit with Experian. From there, you can run a new inquiry in Lead Portal. This will require you fill in their information again on the first page to pull credit.
- The borrower must keep their credit unlocked/unfrozen during the duration of the application for a hard credit pull.

Is my personal information secure?

- Yes, personal data security is a top priority. We deploy a range of leading security and encryption technologies designed to ensure your data remains secure.

3/31/2025	**Added 3-4 unit property eligiblity**
3/7/2025	Updated with Intellidebt page. Added third lien CLTV information and updated matrix.
2/27/2025	Updated DTI notes to reflect Intellidebt enhancement. Improved questions section wording for clarity.
2/10/2025	Added Origination Fee Caps by State Information
11/14/2024	Added New York State Eligibility
10/31/2024	Removal of ITIN Acceptance
10/28/2024	Version 2.0