

Patient FAQs

LendingPoint™ patient financing

Q: How can I submit a loan application?

- A:** LendingPoint provides multiple ways to submit an application:
- Ask your doctor to text or email you a link to fill out with your smart device or computer.
 - Check your doctor's website for a LendingPoint application link.
 - In-person at your doctor's office.

Q: Can I finance my treatment by applying on www.lendingpoint.com?

- A:** No, you will need to ask your doctor or search on their website for an application link if you would like to finance a dental or orthodontic treatment. LendingPoint has created a customized solution for doctors, which provides an upgraded service to their patients.

Q: Can I use LendingPoint for any treatment?

- A:** Yes, LendingPoint's loan offerings can be used for any orthodontic or dental treatment except for competing clear aligners.

Q: What is the max loan amount?

- A:** LendingPoint loans go up to \$20,000 for those that prequalify.

Q: What loan terms are offered?

- A:** Borrowers have the option to select a 24, 36, 48, or 60 month loan term for all standard loans.

Q: What interest rates does LendingPoint offer?

- A:** LendingPoint's interest rates vary based on credit history and start at 9.99% and max at 29.99% APR.

Q: Does LendingPoint approve every applicant?

- A:** Not every applicant will be approved. However, LendingPoint has a best-in-class risk model that approves more applicants than most lending programs in the market today. This allows LendingPoint to approve more applicants than other lenders.

Q: How does LendingPoint's prequalification work?

- A:** LendingPoint is able to prequalify applicants by using a soft credit pull that does not affect the applicant's credit score. If the applicant elects to move forward with the loan, only then does it become a hard credit inquiry. If the applicant elects not to proceed, this prequalification will expire after 30 days.

Q: How long does it take for an applicant to be approved?

- A:** LendingPoint responds to all applicant requests in seconds.

Q: Are there any fees related to taking out a loan?

- A:** There are no prepayment penalties or borrower origination fees.

Q: How does my insurance factor into the loan amount?

- A:** If you have insurance coverage that you would like to apply, your loan amount will be the net amount of treatment after all deductions have been applied. This means the loan amount should be the net **after** insurance coverage, any cash payments, and any in-office promotions or discounts that were applied to the cost of treatment. Remember to speak to your provider's office about your insurance.

Q: How do I make payments on my loan?

- A:** Borrowers will receive a welcome email once their loan has been funded. The welcome email will list the first payment due date, as well as payment options. LendingPoint accepts direct deposits from bank accounts, debit or credit card transactions, and check payments. For additional questions, please call LendingPoint customer service at (888) 969 – 0959 or email customerservice@lendingpoint.com.

Applications submitted may be funded by one of several lenders, including: First Electronic Bank, a Utah Chartered Bank, Member FDIC; Coastal Community Bank, Member FDIC; Midland States Bank, Member FDIC; and LendingPoint, a licensed lender in certain states. Loan approval is not guaranteed. Interest accrues on the loan during the promotional period, but if the loan principal is paid in full during the promotional period (and other conditions are met), all interest paid during the promotional period is applied to reduce the principal balance. If requirements are not met, the borrower is responsible for the loan amount, payments, and interest rate clearly stated in their loan contract.