

Patient FAQs

LendCare™ patient financing

Q: How can I submit a loan application?

A: LendCare 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 LendCare application link.
- In-person at your doctor's office.

Q: Can I finance my treatment by applying on the LendCare website?

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

Q: Can I use LendCare for any treatment?

A: Yes, LendCare's loan offerings can be used for any orthodontic or dental treatment except treatment with clear aligners other than Invisalign clear aligners.

Q: What is the max loan amount?

A: LendCare loans go up to \$15,000 CAD for those that qualify.

Q: What loan terms are offered?

A: Borrowers have the option to select a 12 to 60 month loan term for all standard loans.

Q: What interest rates does LendCare offer?

A: LendCare's interest rates vary based on credit history and start at 9.9% and max at 29.99%.

Q: How does LendCare's qualification work?

A: LendCare is able to qualify applicants by pulling their credit information that will not affect the applicant's credit score. If the applicant elects not to proceed, this prequalification will expire after 45 days.

Q: Does LendCare approve every applicant?

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

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

A: LendCare responds to all applicant requests instantly.

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

A: There are no prepayment penalties if you chose to pay the loan out early. Borrower administration fees are dependent upon the practice's policies.

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: You will be asked to set up your payment arrangements at the time you sign for the loan. You need to provide a copy of your void cheque or Pre-authorized debit form from your financial institution, VISA/MC debit card information or you would have to log into your financial institution to link your bank account to your loan.

For additional questions, please contact customer service at:

customerservice@lendcare.ca

Toll-Free: 1.866.291.4045

Fax: 1.866.291.4046