

Home Improvement Guide

Borrowers often want to understand the process before starting. Here are the steps associated with financing through the Mosaic platform.

Step 1 – Pre-qualification

Fill out pre-qualification document by clicking the link in the text message that is triggered by your contractor.

Required information

- Name
- Address
- Phone Number
- Email Address
- Social Security Number
- Date of Birth
- Annual Income
- Applicant must be on title for the property

Step 2 – Required forms and actions

After approval, four things are required before proceeding with the project:

- Review the Summary of Loan information
- Review the Loan Agreement
- Sign the Loan Agreement
- Complete a Welcome Call

Step 3 – Sign-off stages

To confirm stages are completed when agreed upon, you will receive text messages triggered by your contractor. Respond “yes” to these texts to confirm.

Step 4 – Paying the loan

All of the loan information and payments will be made in your borrower portal. The borrower portal will be accessible through joinmosaic.com

MOSAIC LOAN SUPPORT

Borrower:

855-746-5551

Welcome Call:

855-587-2499

Email:

support@joinmosaic.com

Borrower Support Hours:

Monday to Friday: 6 a.m. – 9 p.m. PST

Saturday: 8 a.m. – 5 p.m. PST

Sunday: 8 a.m. – 5 p.m. PST

Visit us at joinmosaic.com