



FREQUENTLY ASKED QUESTIONS:

WHO IS LYON FINANCIAL?

Lyon Financial is a respected pool and home improvement consultant, in business since 1979. We are an intermediary between the customer and the contractor, acting as the project manager from the inception of the project until its completion. We offer the longest terms in the industry, with no consulting fees to our customers or our contractors, EVER.

HOW DOES THE LOAN PROCESS WORK?

The customer completes a simple application, either online or on paper, which is then personally reviewed by a member of our loan team. One of our five exclusive lenders will receive the application. The loan team member will review the terms and conditions with the customer, ensuring that they are paired with the program that best suits their needs and qualifications. A conditional approval is available within 24 - 48 business hours. After the conditional approval, income verification documents are submitted. After the final approval, a copy of the signed contract between the builder and customer is provided. Loan documents are then ordered and sent electronically. Once the loan documents are signed and returned to Lyon Financial, the builder is given a "clear to start" and construction can officially begin.

HOW DO YOU PAY THE BUILDER?

The builder is paid in stages, according to the progress of the project. This ensures that funds are not disbursed in advance of work being completed. Each program pays in at least three stages, from excavation to project completion (as defined on the contract). After documenting that the job is complete and that the customer is satisfied, the final funds are disbursed. Lyon Financial arbitrates between the contractor and customer, should any conflicts or lack of understanding arise.



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ACCREDITED
BUSINESS

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