

2026 Borrower Portal FAQ

Why is the payment system changing?

- We moved to a new servicing platform to make managing your loan simpler. You'll make payments, view your loan details, check payment status, track draw requests, and sign documents all in one place.

Do I need to do anything right now?

- It depends on how you pay.
- **If you pay manually: yes.** Your July payment goes through the new portal and is due by July 10th. You'll get an invite email on 7/1 from funded@capitalfund1.com with the subject line "CF1 Borrower Portal Invite." Follow the steps in that email to set up your account, then make your payment.
- **If you're on AutoPay: no.** We'll pull your July payment automatically on July 6th. You'll get your portal invite later this month, and we'll walk you through setup then.

How do I set up my Borrower Portal account?

1. Once your invite email arrives, here's the process:
2. Click the button in that email to open the portal
3. Click "Forgot Password"
4. Enter your username, which is the email address the invite was sent to
5. Click "Reset Password"
6. Check your inbox for a temporary password
7. Log in with your username and that temporary password
 - a. Once you're in, set a new password
 - b. The whole thing takes about two minutes.

Will my loan number change?

- No. Your loan number stays the same unless our Servicing Department tells you otherwise.

Will my payment due date change?

- No. Your due date stays the same, per the terms of your loan agreement. Your July payment is due by the 10th.

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What happens to my AutoPay?

- Your AutoPay enrollment carries over to the new system. Nothing to do on your end. Your July payment will be pulled on July 6th.

Can I view my account online?

- Yes. The portal lets you securely view your account information, payment history, and payment details anytime.

Will my payment history transfer?

- Yes. Most of your account information, including payment history, will be in the new portal. We'll share more once the transition wraps up.

What if I don't get my invite email?

- Reach out to our Servicing Department and we'll get you squared away.
 - Phone: (480) 889-6100
 - Email: servicing@capitalfund1.com

Is my information secure?

- Yes. Protecting your information is a top priority. The new platform uses industry-standard security to safeguard your account.

How do I make a payment?

- At launch, you can pay from a bank account (ACH). We're planning to add debit card payments down the road and will let you know as soon as that's available.

Who do I contact with questions?

- Our Servicing Department is here to help.
- Phone: (480) 889-6100
- Email: servicing@capitalfund1.com
- Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. MST