Home Lending Customer Portal

USER GUIDE

November, 2021



Welcome

At Huntington we are always looking out for people and we are excited to introduce our new Home Lending Customer Portal.

The Home Lending Customer Portal is an intuitive and user-friendly tool that assists customers throughout the home lending process. It's responsive, so it should adjust to fit whatever device you're on, such as laptop, desktop, tablet, smartphone, etc.

Within the Home Lending Customer Portal, customers have the ability to fill out and submit their home lending application, upload documentation, and see their loan status.

Customers that are primary or secondary borrowers on a home loan or line of credit that provide their email address to their Loan Officer/Banker will be able to access the Home Lending Customer Portal.

Loans subject to credit application and approval.

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Getting Started

You will receive an email invitation to the Home Lending Application Portal. The email will be sent to the email address you originally provided your Loan Officer.

- 1. Click the Apply Now button in the email invite.
- 2. You will be redirected to the Home Lending Application Portal. Note: Internet Explorer is no longer supported. Chrome, Edge and Firefox are preferred search engines.
- 3. If you are a Huntington customer with an existing username and password, please click yes and enter them here. You will use the same username and password that is associated with your online banking account each time you log back into the Home Lending Portal.
- 4. If you are not currently a Huntington customer, or do not have online banking set up, please select no and follow the prompts to create a password. The username will default to the email address you originally gave your Loan Officer. If you need to change this username, please contact your Loan Officer to update the system with your preferred email address. The email and password you create will be used for logging back into the Home Lending Portal.



Logging In

1. Enter your email address and password

	() Huntington*
Le ap	t's get started on your plication
Ema	il address
	huntingtontest2020@gmail.com
Pass	sword
₿	
Con	firm password
∂	
	I confirm that I have read and agree to the <u>Terms Of</u> <u>Use, Privacy Policy, and Consent to Use Electronic</u> <u>Signatures and Records</u> .
	Activate

If you've forgotten your password, click the "Trouble Signing In" link. You'll input your email address and click "send link". Once clicked a password reset email will be sent to the customer. Password resets will be handled by our platform partner, Blend.



Logging Out

When finished, remember to log out of the Home Lending Customer Portal

- 1. Click the navigation bar at the top right hand of the screen
- 2. Click Log Out in the drop-down menu

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Lo	an Team
Sw	vitch Application
Lo	og Out
Terr	ms of Use Privacy Policy Huntington Privacy Policy

SECTION 2 Application Dashboard

Customer Portal

Once signed into the Home Lending Customer Portal, you will see the portal home page. The home page will highlight:

- 1. Remaining Tasks
- 2. Loan Status
- 3. Loan Officer Contact Info

	CONTACT US	b	
Tasks Finish application >			- 1
Getting Started			
Getting to Know You			
Assets			
Show 5 more tasks			
Four sourt progress Four sourt progress Four sources and progress Four sources and point sources and sources			

pp	lication	our	You	r loan progress	See all
et's r ood.	eview it first to make sure ev You'll be able to edit along t	erything looks he way.	Ŷ	COMPLETE Fill out application	
		_	•	CURRENT STEP	
Re	view and Submit Application	and submit		Review and submit application Double-check the informat entered and make any edit submit your application.	ion you've s before you
/0111	loan progress	See all		UPCOMING Document upload and loar	n team review
Dui	roan progress	see an			
Ť	Fill out application				
	CURRENT STEP		CON	TACT US -	
Ŧ.	Review and submit applica	tion			
	Double-check the informati entered and make any edits submit your application.	on you've ; before you			
	UPCOMING				
	Document upload and loan	team review			

Customer Portal

To begin/resume the Home Loan Application, you should click the "Continue application" "Finish application" button on the homepage

We'v Ne'v	e saved all your info so you o eft off.	edith an pick up where
Tas	ks Continue	application >
• G	etting Started	
• G	etting to Know You	
• R	eal Estate	
Sho	w 3 more tasks	
You	ır loan progress	See all
•	CURRENT STEP	
	Fill out application	
	Tell us about yourself and situation so we can find lo	your financial an options for
	you.	
	UPCOMING	

Follow the prompts to answer the questions. The inputs are automatically saved. There are also tool tips throughout the process if you need assistance. See below for an example of a tool tip and the assistance provided.

< Back (R) Huntington =	Close Additional Help
Thanks, Meredith.	What if I'm applying with 3 or
Are you applying for this loan with another applicant?	You can complete this application online with one other
• What if I'm applying with 3 or more people?	person.
_	If you want to add 2 or more people to your application, contact your loan team.
Yes	
No	
	Was this helpful? Yes No

Customer Portal: Home Loan Application

There are eight sections to the Home Loan Application and upon completion of each section you will have the ability to review and edit your information



Real Estate

Declarations

Demographic Information

Additional Questions



Customer Portal: Document Upload

Once the Home Loan Application has been submitted, you will be redirected to the landing page. Additional documents may be requested throughout the loan process. You will receive emails to let you know if new documents are being requested. The landing page will automatically update to inform you of any documents you need to provide. See below for example screen shots.



Customer Portal: Document Upload

You will receive emails from Huntington Bank throughout the process if documents are still needed. To protect your privacy, it will only include minimal information about the requested items. You will need to log-in to the portal to see specifics of which documents are needed to continue the process.



SECTION 3

Contacts

If you have any questions about your loan or the Home Lending Portal, please contact your Loan Officer. They will direct your question to the appropriate person. Their contact information can be found on the landing page of your customer portal.

We've saved all your info so you can pick back up where you left off.
Tasks Finish application > CONTACT US • Getting Started • Getting to Know You • Assets • Assets • Show 5 more tasks • Other tasks
Your ban progress Image: Construct strep Fill Out application The abouty oversite and syour financial situation so we can final alon options for you. Protein Double-check the information you've entered and make any edits before you submit your application. Double-check the information you've entered and make any edits before you submit your application. Double-check the information you've protein the information you've entered and make any edits before you submit your application. Doutement to belic us writh the information you've protein the information you've proteind. We may request follow-up items as we review your application.