



ONEIDA NATION HOME IMPROVEMENT LOAN Frequently Asked Questions (FAQS)

1. How do you apply?

Applications must be submitted online at: <https://baybank.connectfi.com/> and, once online, your documents can be uploaded by taking a picture of the document with your phone/tablet.

2. What are the loan minimums and maximums?

The loan minimum is \$5,000 and the loan maximum is \$20,000.

3. What documents do I need to apply?

When applying, you will need to submit proof of tribal member status, proof of homeownership (title, deed, mortgage, residential lease with the Nation), and the Notice of Intent and Waiver of Liability, proof of income (minimum of \$15,000/year) and a copy of your driver's license or state ID.

4. How long do I have to submit documents?

You have 30 days from the date you submitted your online application to submit all documents required to establish your eligibility for the Home Improvement Loan.

5. How do I know my documents have been received?

You will know your documents have been received when you look in your online application, under the tasks section, and you see a green check mark next to each required document.

6. How do I know my documents have been accepted?

A Bay Bank representative will reach out to you if there are any issues with any of your documents. If you do not hear from a Bay Bank representative, that means they are working hard to process your application and will be in touch when they are ready to discuss your loan terms with you.

7. When should I expect to be contacted by Bay Bank and how?

You will hear from a Bay Bank representative within 10 days from submitting your loan documents and you will be contacted by email.

8. Once all my documents are submitted, how long will it take to process my loan?

Once all of your documents have been submitted, it will take Bay Bank 10 days to process and close your loan (this timeframe could be extended if you do not timely respond to banker's emails). Once your loan has closed, meaning you have electronically signed all your loan documents, it may take up to 36 hours to receive your funds in your account.

9. Do I have to pay this loan back?

Yes, this is a loan and a failure to pay as it becomes due will result in a debt owed to the Nation and possible collection actions in the Oneida Judiciary.

10. If I am found ineligible based on debts owed to the Nation, how long do I have to resolve the debt?

You must demonstrate you are eligible for the loan by resolving any debts owed to the Nation within the 30 day timeframe provided to complete your document submittal following your online application.

11. If I have debt owed to the Nation, how do I resolve that debt?

If it is determined you owed a debt to the Nation, you may resolve that debt by contacting the department within the Nation that holds your debt and working through payment options with that department.