

## FACTS WHAT DOES CERTAINTY HOME LOANS, LLC (NMLS #2146) DO WITH YOUR PERSONAL INFORMATION?

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| <b>Why?</b>  | Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.  |
| <b>What?</b> | These types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> <li>■ Social Security number and income</li> <li>■ Credit history and credit scores</li> <li>■ Mortgage rates and payments, account balances, and payment history</li> </ul> |
| <b>How?</b>  | All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons <b>CERTAINTY HOME LOANS, LLC (NMLS # 2146)</b> chooses to share; and whether you can limit this sharing.                 |

| Reasons we can share your personal information   | Does CERTAINTY HOME LOANS, LLC (NMLS #2146) share? | Can you limit this sharing? |
|--|--|-----------------------------|
| <b>For our everyday business purposes -</b><br>Such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus | Yes  | No                          |
| <b>For our marketing purposes -</b><br>to offer our products and services to you   | Yes  | No                          |
| <b>For joint marketing with other financial companies</b>  | No   | We do not share             |
| <b>For our affiliates' everyday business purposes -</b><br>information about your transactions and experiences   | Yes  | No                          |
| <b>For our affiliates' everyday business purposes -</b><br>information about your creditworthiness   | No   | We do not share             |
| <b>For our affiliates to market to you</b>   | Yes  | Yes                         |
| <b>For nonaffiliates to market to you</b>  | No   | We do not share             |

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| <b>To limit our sharing</b> | <p><b>Mail the form below</b></p> <p><b>Please note:</b></p> <p>If you are a <i>new</i> customer, we can begin sharing your information 30 days from the date we sent this notice. When you are <i>no longer</i> our customer, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.</p> |
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| <b>Questions?</b> | Call <b>1-866-599-5510</b> or go to <a href="http://www.certaintyhomeloans.com">www.certaintyhomeloans.com</a> . |
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### Mail-in Form

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|---|---|---|
| <p><b>Leave Blank OR</b></p> <p>If you have a joint account, your choice(s) will apply to everyone on your account unless you mark below.</p> <p><input type="checkbox"/> Apply my choices only to me</p> | <p><b>Mark any/all you want to limit:</b></p> <p><input type="checkbox"/> Do not allow your affiliates to use my personal information to market to me.</p> <p>Name <input type="text"/></p> <p>Address <input type="text"/></p> <p>City <input type="text"/> State <input type="text"/> Zip <input type="text"/></p> <p>Loan # <input type="text"/></p> | <p><b>Mail to:</b></p> <p>MARKETING<br/>DEPARTMENT<br/>401 E. Corporate Drive,<br/>Suite 150<br/>Lewisville, TX 75057</p> |
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| Who we are   |   |
|--|---|
| Who is providing this notice?  | <b>CERTAINTY HOME LOANS, LLC</b><br><b>6860 DALLAS PARKWAY, SUITE 450</b><br><b>PLANO, TX 75024</b>   |
| What we do   |   |
| How does CERTAINTY HOME LOANS, LLC (NMLS #2146) protect my personal information?   | To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.<br><b>ONLY AUTHORIZED EMPLOYEES ARE ALLOWED ACCESS TO YOUR INFORMATION WHEN NEEDED TO COMPLETE THEIR WORK. ANY COMPANY WE WORK WITH IS REQUIRED TO HAVE SAFEGUARDS TO PROTECT CUSTOMER INFORMATION.</b>   |
| How does CERTAINTY HOME LOANS, LLC (NMLS #2146) collect my personal information?   | We collect your personal information, for example, when you; <ul style="list-style-type: none"> <li>■ apply for a loan, or give us your income information</li> <li>■ provide account information, or show your driver's license</li> <li>■ provide employment information</li> </ul> We also collect your personal information from others, such as credit bureaus, affiliates, other financial companies  |
| Why can't I limit all sharing?   | Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>■ sharing for affiliates' everyday business purposes - information about your creditworthiness</li> <li>■ affiliates from using your information to market to you</li> <li>■ sharing for nonaffiliates to market to you</li> </ul> State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law. |
| What happens when I limit sharing for an account I hold jointly someone else?  | Your choices will apply to everyone on your account - unless you tell us otherwise.   |
| Definitions  |   |
| <b>Affiliates</b>  | Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>■ <b>CERTAINTY HOME LOANS, LLC (NMLS #2146) does not share with its affiliates.</b></li> </ul>   |
| <b>Nonaffiliates</b>   | Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>■ <b>CERTAINTY HOME LOANS, LLC (NMLS #2146) does not share with nonaffiliates to market to you.</b></li> </ul>   |
| <b>Joint marketing</b>   | A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> <li>■ <b>CERTAINTY HOME LOANS, LLC (NMLS #2146) does not jointly market.</b></li> </ul>   |
| Other Important Information:   |   |
| <b>Do Not Call Policy:</b> This Privacy Policy constitutes <i>Certainty Home Loans, LLC's</i> Do Not Call Policy under the Telephone Consumer Protection Act for all consumers. <i>Certainty Home Loans, LLC</i> maintains an internal Do Not Call preference list. Do Not Call requests will be honored within thirty (30) days of receiving the information, and will be honored for at least five (5) years from the date of request. No telemarketing calls will be made by <i>Certainty Home Loans, LLC</i> or its employees to residential or cellular phone numbers that appear on <i>Certainty Home Loans, LLC's</i> Do Not Call List. |   |
| <b>California Residents:</b> The <a href="#">California Consumer Privacy Act Disclosure</a> explains how <i>Certainty Home Loans, LLC</i> collects, uses, and discloses personal information relating to California residents covered by the California Consumer Privacy Act of 2018 and can also be found at <a href="http://www.certaintyhomeloans.com">www.certaintyhomeloans.com</a> .   |   |
| <b>Nevada:</b> Nevada law allows marketing calls to existing customers even if you are listed in the national do not call list. To opt out of receiving marketing calls, please contact us at <b>866-599-5510</b> or Compliance Department, 6860 Dallas Parkway, Suite 450, Plano, TX 75024. For additional information, you may contact: Bureau of Consumer Protection, Office of the Nevada Attorney General, 555 E. Washington St., Suite 3900 Las Vegas, NV 89101; phone: 702.486.3132; e-mail: <a href="mailto:bcpinfo@ag.state.nv.us">bcpinfo@ag.state.nv.us</a> .   |   |