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Amazon Community Lending Program

Program and Application Guide



Amazon Community Lending program:

A partnership between Amazon and Lendistry.

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Introduction

Through the Amazon Community Lending program, Amazon, in partnership with Lendistry, is providing access to affordable financing for small and medium-sized businesses selling in the Amazon US store.

Small businesses approved for a loan from Lendistry through the Amazon Community Lending program can use these funds to grow their business in Amazon's US store and to cover other strategic business needs, such as staffing and operations costs, inventory, product development and manufacturing, and marketing efforts to build their brands and grow their customer base.

In addition to financing, program participants will be able to leverage specific supplementary resources from Lendistry, which may include one-on-one consulting, webinars, and on-demand educational classes, curated and tailored to meet the unique needs of the businesses served by Lendistry.

All U.S.-based Sellers are invited to learn more and determine if financing options from Lendistry are the right fit for their business needs. Business owners who identify with communities that Lendistry serves are encouraged to apply. This includes traditionally low-to-moderate income communities, minority-owned businesses, and other historically disadvantaged business owners and the communities they serve.

FAQs

1 What is Amazon Community Lending?

Through the Amazon Community Lending program, Amazon, in partnership with Lendistry, is providing access to affordable financing for small and medium-sized businesses selling in the Amazon US store. This program supports urban and rural small businesses in socially and economically distressed communities through short-term loans at competitive and affordable rates.

2 Who is Lendistry?

Lendistry is a designated third-party lender offering loans to sellers through the Amazon Community Lending program. Lendistry hosts and manages a portal for the program's loan application, processes, reviews and approves each loan application, and provides the financing to approved applicants. Lendistry and its authorized representatives may communicate directly with applicants to provide notifications on the status of their applications and to request any additional information or documentation necessary to help applicants comply with loan requirements.
Visit lendistry.com to learn more about Lendistry.

3 Is this program available to all sellers?

All U.S.-based Sellers are invited to learn more and determine if financing options from Lendistry are the right fit for their business needs. Business owners who identify with communities that Lendistry aims to serve are encouraged to apply. This includes traditionally low-to-moderate income communities, minority-owned businesses, and other historically disadvantaged business owners and the communities they serve.

4 How can my business apply?

Any active U.S.-based Seller is welcome to express interest in the program on Seller Central by clicking to learn more about the program and indicating interest. If you click on the "Yes, I'm interested" button on Seller Central and your business meets Lendistry's eligibility criteria, you will see a loan presentment from Lendistry. However, if your business does not have a loan presentment after clicking on the "Yes, I'm interested" button, Amazon will notify you once Lendistry has a loan presentment for your business.

5 What are the requirements to get a loan from Lendistry?

The following are certain key requirements for a business to be eligible for a loan from Lendistry under the program:

- Must be a current Amazon Seller account in good standing
- Must be an established Amazon Seller with 1 or more years on Amazon Seller Central
- Must be a U.S. based business with all owners domiciled within the U.S.
- Must have a U.S. business checking account, and the authority to apply for credit on behalf of the business
- Must have satisfactory personal credit

Loan terms are provided for reference purposes only and do not constitute an offer for credit. The availability of any applicable Lendistry business loan product is subject to certain eligibility requirements, including without limitation, the creditworthiness of the business and its owners, and the applicant's acceptance of the terms of loan documentation to be provided by Lendistry. To determine eligibility for a Lendistry business loan product, you will be asked to complete an electronic application made available through Lendistry's portal. Neither the completion nor the submittal of an application will constitute a guarantee of approval for any Lendistry loan product, and you may be required to submit additional documentation and information in support of your

application. Please see https://lendistry.com/aclp-terms-of-use/ for additional information, eligibility requirements and authorizations that may be required as a condition to receiving a Lendistry business loan product through the Amazon Community Lending program.

6 What documents will I need if I decide to move forward with an application?

An applicant will need a government-issued photo ID and a copy of their last two months business bank account statements (if their bank account is unable to be verified electronically).

7 Will any data on Amazon be shared with Lendistry? If yes, what data?

No personal information will be shared without your explicit consent before sharing any data. Amazon will share your business's sales and performance data on Amazon.com with Lendistry after receiving your consent. Prior to being redirected to the Lendistry website to apply for a loan, you will be asked in Seller Central whether you agree to share your business's sales data with Lendistry. Refer to Data Share FAQ for more information on the data Amazon will share with your consent.

8 Will Lendistry share any personal information used in the application process with Amazon?

Amazon does not ask Lendistry for your name, shareholder(s) names, or loan guarantor, nor does Amazon ask Lendistry for your contact information such as phone number, email, and address. To learn more about what information Lendistry will share with Amazon, refer to the Data Share FAQ. Any information shared with Amazon will be shared in accordance with Lendistry's privacy policy available here.

9 Will Lendistry share any personal information with any other third-party?

The security of your personal information is of the highest priority for Lendistry. Lendistry does not sell your personal information to advertisers or other third-parties for financial gain. Any sharing of personal information with third-parties is done in accordance with Lendistry's privacy policy available here, and is primarily for the purposes of making available and/or providing Amazon Community Lending program products and services to you.

10 Will I be signing a loan agreement with Amazon?

No. The seller will sign a loan agreement directly with Lendistry. Amazon will not be a party to the agreement.

11 Does Lendistry pull credit reports as a part of the application process?

Yes, Lendistry does pull personal credit reports through Experian for the main owner that is applying on the application with 20% or more of the equity or ownership of the business.

Note: *You must list enough owners on the application whose combined equity or ownership represents at least 50% of the ownership of the business. Listed equity/ownership does not have to total to 100% of ownership.*

12 Can my business's interest rate adjust?

No, your business's interest rate will remain the same throughout the life of the loan if your business pays on time. Any future loans could have higher or lower interest rates depending on your business's credit profile at that time.

13 Is there any prepayment penalty if I want to pay the loan off early?

No, there is no penalty for paying the loan off early. You may prepay any amounts outstanding at any time, in whole or in part. You are able to pay off your loan directly online, by logging into MyLendistry and following the instructions. If you have any questions, please contact the Lendistry Program Call Center at 888-216-6445.

14 Why is Lendistry requiring additional information or documentation for the application process?

Since the loan is extended by Lendistry, it determines what information it needs to process an application and determine your business's eligibility for credit.

15 How do you lock a bank account?

In order to lock the account, visit the approved application in Seller Central by referring to the section labeled "Applications in progress". Click the "Lock account" button and follow the steps that appear onscreen.

Note: *This account will remain locked until the loan is paid in full and the loan is closed. For any issues during this process, please contact* amazon-lending@amazon.com.

16 Why is locking a bank account required?

Locking the Seller's bank account on file with Amazon may be a prerequisite from the third-party lender. Once it is locked, the third-party lender verifies it matches what was provided in the loan application. The account on file with Amazon cannot be changed after this step.

17 How does the bank account unlock?

The account will be automatically unlocked once Lendistry confirms that the loan has been paid in full. If the loan is closed, but a bank account remains locked, send an email to amazon-lending@amazon.com with the request and a copy of the payoff letter from Lendistry that the account has been paid off.

18 Who can I contact with questions about the program or my business loan?

You can contact the Lendistry Program Call Center at 888-216-6445 during the hours of 6:00 am to 5:00 pm Pacific Time Monday - Friday.

Tips for Applying

You do not have to complete the application in one session and will have an option to save and continue it later.

To make your application process as smooth as possible or if you experience difficulties while applying, these are some suggestions that may help.

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1 Use the Latest Versions of Website Browsers

For the best user experience, please use the latest version of Google Chrome, Microsoft Edge, or Safari throughout the entire application process.



2 Open Incognito Window

Opening Incognito allows you to enter information privately and prevents your data from being remembered or cached.



3 Clear Your Cache

Cached data is information that has been stored from a previously used website or application and is primarily used to make the browsing process faster by auto-populating your information.

However, cached data may also include outdated information or information you may have previously entered incorrectly.

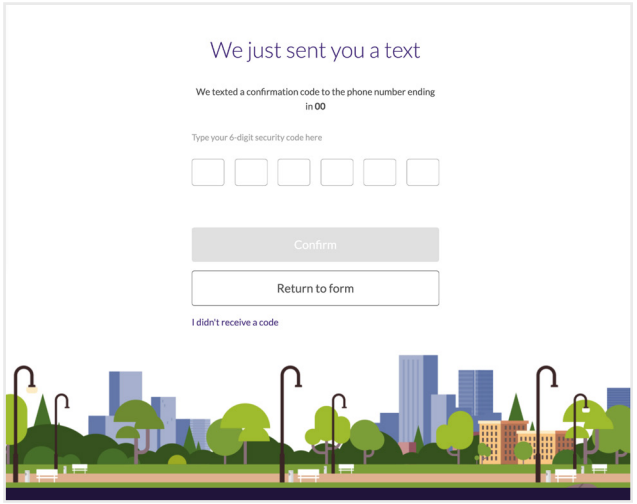


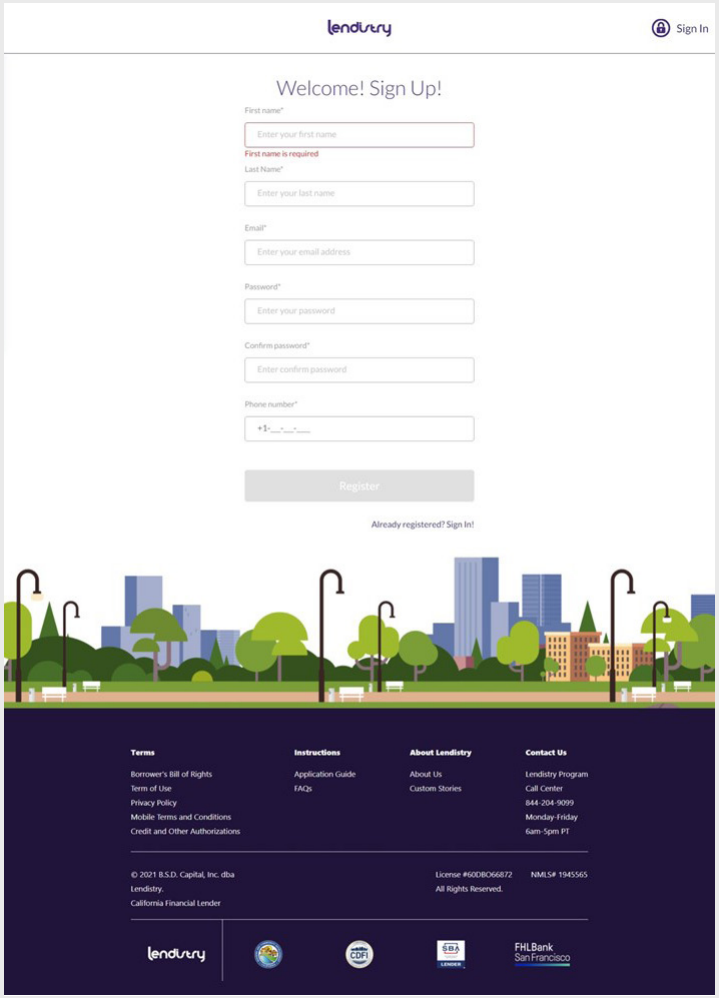
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4 Registering your MyLendistry Account

When registering your account, please do the following:

- Make sure you pick a strong password that includes:
  - 8 minimum character length
  - 1 uppercase character
  - 1 lowercase character
  - 1 digit
- Add a confirmation code that you will be texted with the number you provide during the registration process.



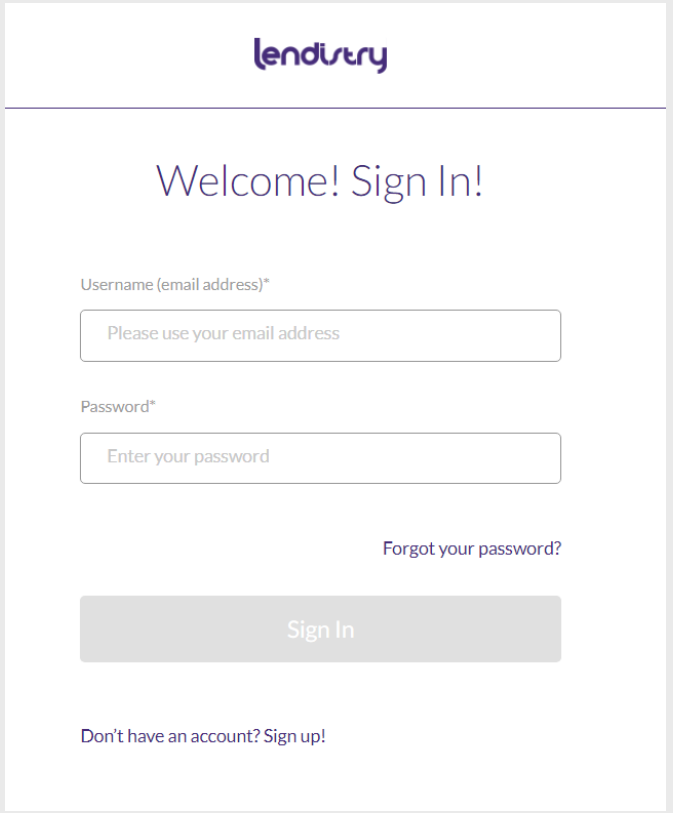


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5 How to Unlock your MyLendistry Account

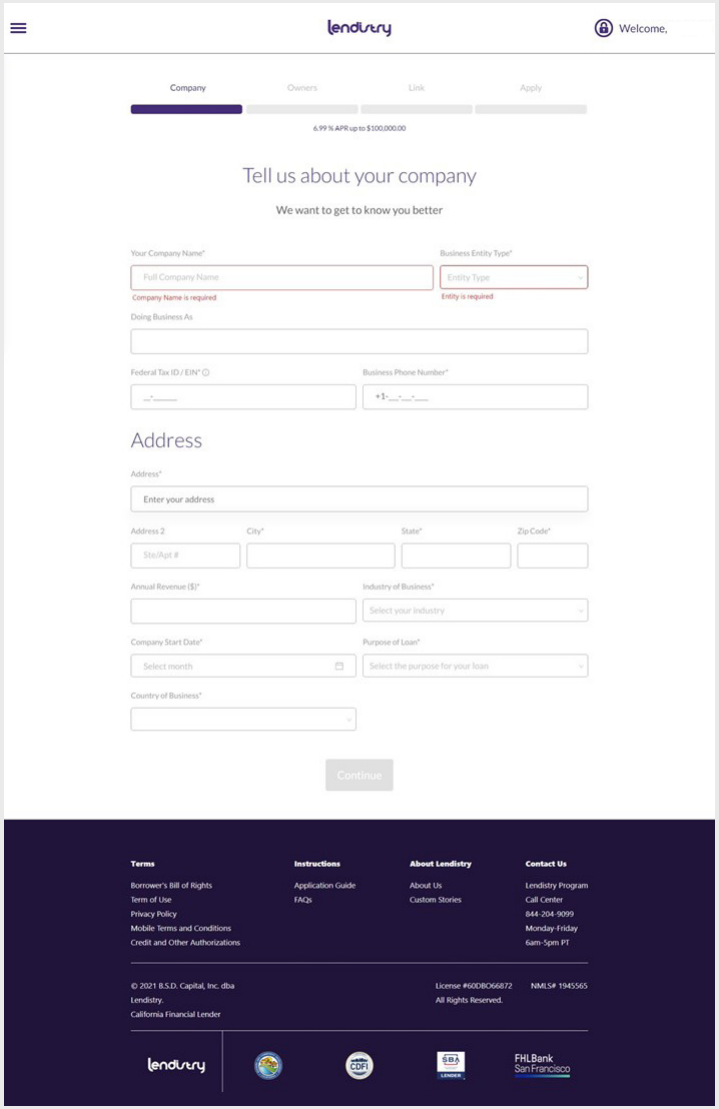
For your security, when attempting to log in to MyLendistry if you use the incorrect password more than five times, your MyLendistry Account will be locked. To unlock it, you must call the Lendistry Program Call Center at 888-216-6445.

As a reminder you can reset your password by going to the MyLendistry sign-in page and following the instructions.



6 What is your Federal Tax ID/Employer Identification Number (EIN)?

An Employer Identification Number (EIN) is also known as a Federal Tax Identification Number, and is used to identify a business entity. Generally, businesses need an EIN. You may apply for an EIN in various ways, and may be able to apply online. This is a free service offered by the Internal Revenue Service and you can get your EIN immediately. Learn more at the IRS website.



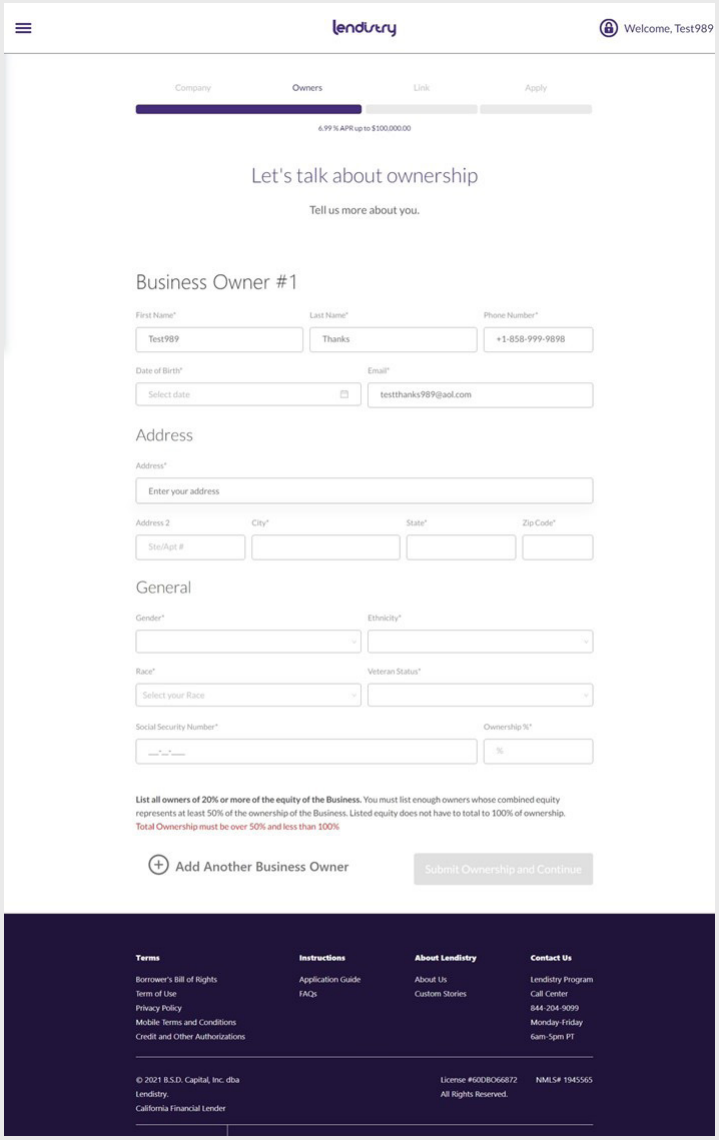
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Providing Ownership Information

List all owners of 20% or more of the equity of the business. You must list enough owners whose combined equity represents at least 50% of the ownership of the business.

Listed equity does not have to total to 100% of ownership.

If an owner is not from the United States, therefore does not have a social security number, the owner can enter their alien card, green card number instead.



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What is Plaid?

Plaid is a quick, seamless way for you to provide what we need to verify your banking information. It replaces you having to scan and upload documents, making it easier for you and giving us an opportunity to provide you with a decision faster.

Plaid is a third-party technology Lendistry uses to set up Automated Clearing House (ACH) transfers by connecting accounts from any bank or credit union in the U.S. to an app like MyLendistry. The third-party does not share your personal information without your permission and does not sell or rent it to outside companies. The use of personal information on or through Plaid is subject to Plaid's End User Privacy Policy. Lendistry uses this technology to verify and review your bank statements.

This method of bank verification is preferred, but may not be acceptable, including if your banking institution is not available through the provider. In this case, you can verify your bank account using other methods.

PLAID

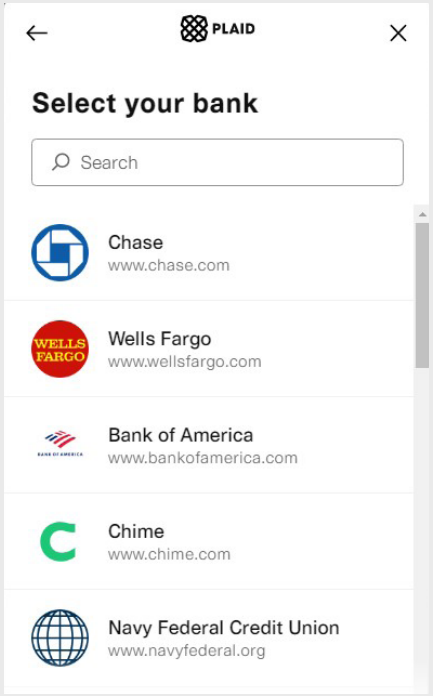


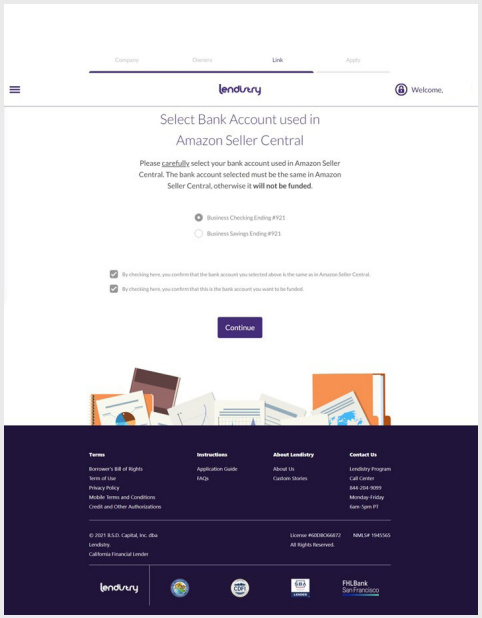
9 Using Plaid to Verify Your Bank Account in MyLendistry

When registering in MyLendistry, you will be prompted to provide bank details and you click “Start Plaid”.

- First, select your bank account and provide credentials. It is important that you **use your Amazon Seller Central account** when selecting your bank. Otherwise, it will not be funded if approved.
- After following directions in Plaid, you will be back in MyLendistry and if you have more than one account in that bank, they will all be listed. You must select and confirm the **same Bank Account you use in Amazon Seller Central**, which must be a business or personal account.
- If you run into errors, you have the option to try again. If you continuously run into errors or your bank institution is not available through the provider, you can proceed using another method, by clicking the link provided.

Video: How to Use Plaid



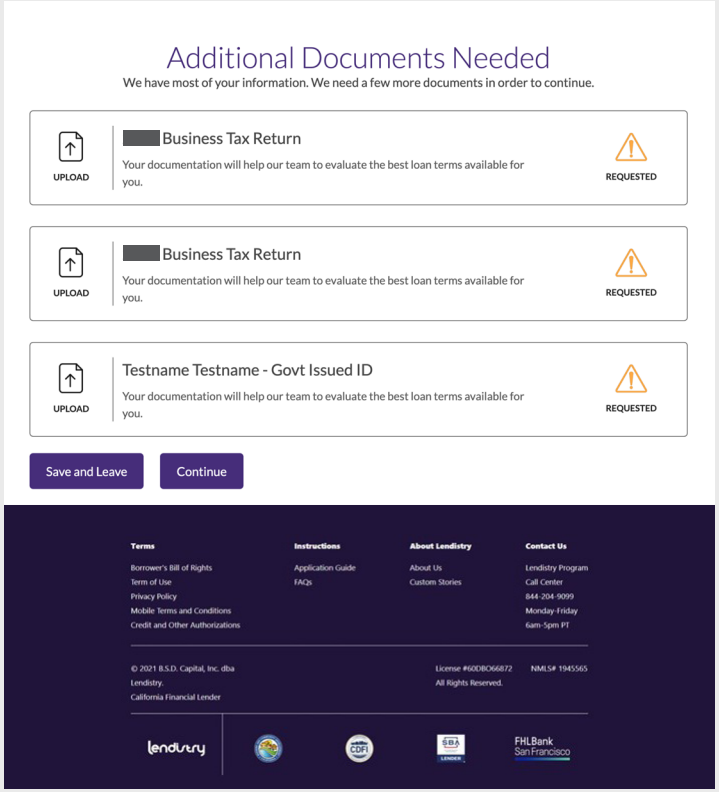


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Uploading Required Documents

All documents that are required to be uploaded have certain requirements, mainly to make sure information is read accurately.

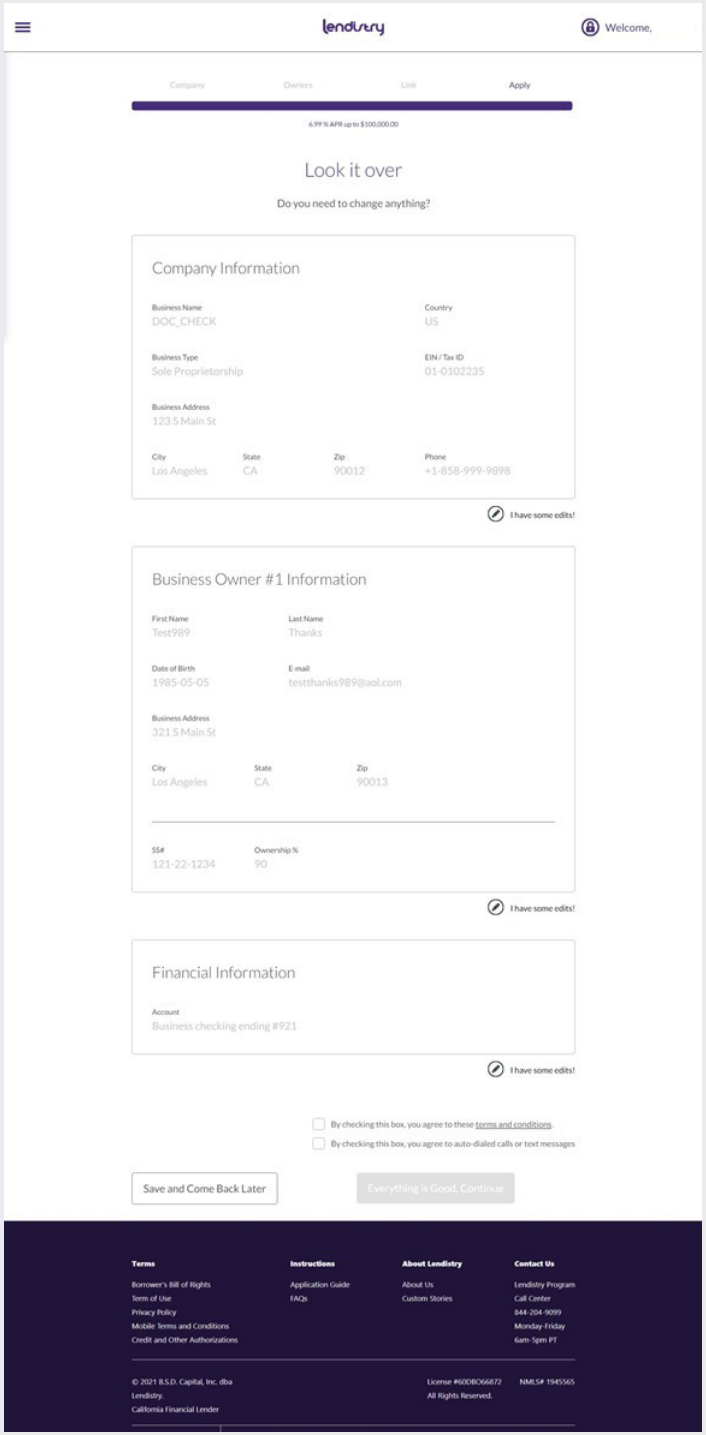
- Must be in clear, straight format with no disruptive backgrounds
- File name CANNOT contain any special characters, such as !@#%^&*()_+=
- File size must be under 10MB



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Reviewing Your Application Status

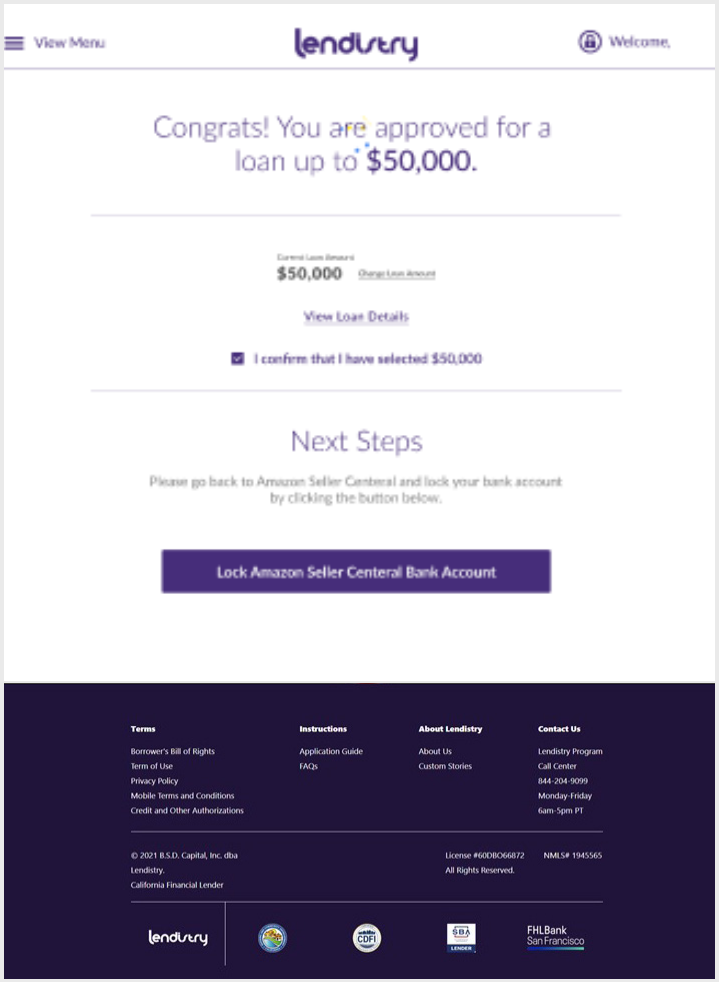
If a decision wasn't immediately made on your application, you can review the status at any time by logging in to MyLendistry. Your Application Number was provided after you submitted your application on the application site and sent via email.



12 How to Lock Your Amazon Seller Central Bank Account

If approved, the next step required to receive funds is to lock your bank account in Amazon Seller Central.

How to do that and additional questions about account locking in Amazon Seller Central are provided in the FAQ section, which you can go to here.

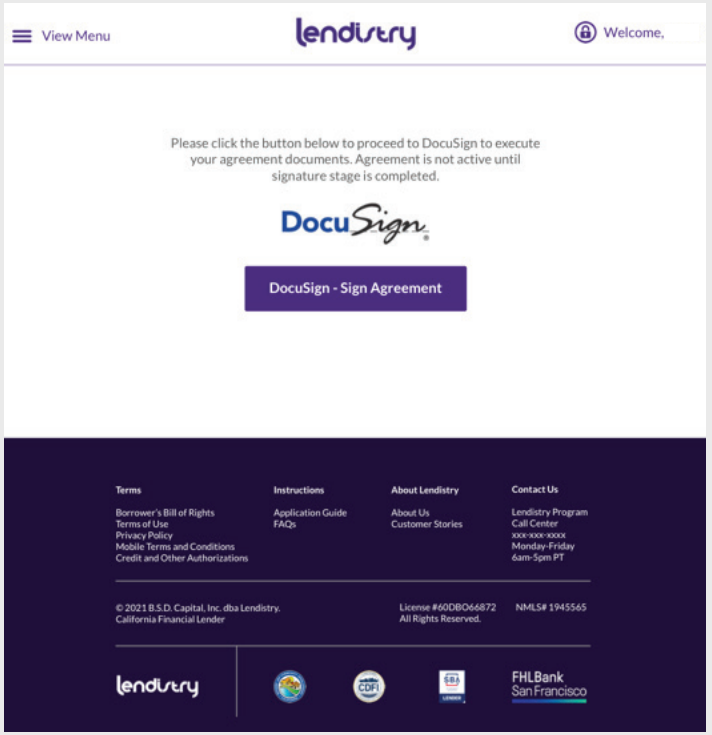


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How to DocuSign

After successfully locking your Amazon Seller bank account using your Amazon Seller Central portal, you should return to your Lendistry loan application. When you return to your application on MyLendistry you should be prompted to “Sign your agreement” via DocuSign. This will take you to DocuSign to where you can review your loan application and securely sign and finalize your documents.

If you have issues, please contact the Lendistry Program Call Center at 888-216-6445.



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Contact Us

Lendistry Program Call Center
888-216-6445
Monday – Friday
6:00 am – 5:00 pm PT

Borrower's Bill of Rights

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Mobile Terms and Conditions

Credit and Other Authorizations