

What is Basis?

Basis is a pay over time financing solution that helps your patients pay for dental bills, without the hassle of a credit check. Basis will never check a patient's credit score or ask for their social security number, all they need is a U.S. Based bank account to get started!

How is Basis different from other financing options?

What makes Basis different? Basis will never check a patient's credit score or ask for their social security number. All they need is a U.S. based bank account that has been active for at least 90 days to get started. There is also no income requirement to qualify for Basis.

How does Basis work?

When a patient needs to pay for treatment, simply send them a link from your Basis merchant portal. The patient would create their Basis account and check to see how much financing they're eligible for. Then they would enter their online banking credentials into our secure portal and within minutes receive a credit limit that can be used to pay for treatment. And that's it, you get paid within 2-3 business days!

Patient Eligibility & Approval

How do patients apply for Basis?

Once you send a patient a link to create their Basis account from your merchant portal, they'll securely link their online bank account. Basis will then review their transaction history to determine a financing limit.

Does Basis check a patient's credit score as part of the approval process?

No, Basis does not check a patient's credit score (hard or soft) as part of the approval process.

Does Basis require a patient's social security number?

No, Basis does not require a patient's social security number.

Are any patients ineligible for Basis financing?

Any patients who are on the OFAC watch list are ineligible for Basis financing. Otherwise, all patients who have had a U.S. bank account for at least 90 days are eligible to apply!

How can a patient get approved for a higher financing limit?

We strongly recommend that patients connect an account that they deposit their

paychecks into. In addition, accounts that display frequent consistent deposits are more likely to get approved for a higher financing limit.

Does Basis require a down payment from the patient?

No, Basis does not require a down payment from the patient.

Can a patient select their repayment frequency upfront?

Yes, patients can select the repayment frequency that works best for them. Monthly, semi-monthly (2x a month) or bi-weekly (every 2 weeks) are all available. Patients typically select when they get paid to match repayment frequency.

Can a patient have multiple loans at the same time? What is the maximum amount a patient can borrow?

There is no limit to the number of loans qualified patients can have. The maximum amount that a qualified patient can borrow for all loans at the same time is \$10,000.00.

What bank accounts are eligible for Basis?

Any U.S. based checking account that has been active for at least 90 days is eligible for Basis.

Onboarding & Support

What takes place during the onboarding process?

During onboarding, your team will receive personalized virtual training from a member of our Provider Success team. During the training, they'll be provided with a detailed overview of the program, along with a demonstration of the Basis platform. Our Provider Success team will also take time to understand what your practice's goals are and come up with a customized marketing plan to get the word out about Basis to your patients.

Is there additional training available for new team members?

Yes, additional training sessions can be scheduled with your dedicated Provider Success team representative. Recorded training sessions are also available so new team members can learn about Basis when it's convenient for them.

What kinds of marketing material are available? Is there a charge?

Whether it's digital collateral to share with patients on your website, to physical material such as brochures and waiting room posters, our team will work with you to come up with a customized marketing plan tailored to your unique practice. There is no charge for any Basis marketing material.

How can my team get help?

We've got you covered! Our dedicated Provider Success team is here to help answer your questions. Contact them at providers@hellobasis.com or chat with them directly through your merchant portal. Our Provider Success team is available Monday - Friday, from 8:30am - 5:30pm ET.

Provider Payments

How does my practice receive payment?

Your practice will receive payment via ACH transfer to the bank account connected in your Basis merchant portal.

How quickly do funds arrive from Basis?

Your practice would receive funds from Basis in 2-3 business days.

Is there any financial liability to my practice if a patient defaults on their loan?

No, there is **zero** financial liability to your practice if a patient defaults on their loan.

How do I issue a refund to Basis if a patient does not want to proceed with treatment?

Refunds can be sent via the 'Loans' Table located in your Basis merchant portal. Once Basis receives the refund, our team will make the necessary updates/issue any refunds to the patient's account accordingly.

Security

How does Basis keep banking information secure for patients and providers?

Basis ensures that banking information is kept secure by utilizing bank-level data protection technology provided by our security partner Plaid. For more information on Plaid's security measures, please visit <https://plaid.com/how-we-handle-data/>.

Patient Payments

How do repayments work?

Repayments are automatically withdrawn on the selected repayment schedule (i.e. monthly) from the patient's connected bank account on file. Basis will notify the patient via email and text 2 days prior to the payment being withdrawn.

Can a patient repay Basis faster than scheduled?

Yes, a patient can make additional payments or pay off the total outstanding balance of their loan(s) by logging into their Basis account and selecting 'Pay Now'. There is no prepayment penalty to repay Basis early!

How long are the repayment terms?

Repayment terms vary between 4-24 months, depending on the amount of the patient's loan.

Can a patient change an upcoming payment's due date?

Yes, a patient can change an upcoming payment's due date depending on their repayment frequency.

Monthly: up to 3 weeks from the original due date.

Semi-monthly or Bi-weekly: up to 1 week from the original due date.

If a patient obtains more than one loan with Basis, will their payments be combined?

No, if a patient obtains more than one loan with Basis, their payments will NOT be combined. For example, if they had obtained a \$500 loan today and had obtained a \$2,500 loan six months earlier, each loan would have a separate payment. In addition, the loan term (the amount of time they would repay Basis for each loan) would be different. Their \$500 loan would be required to be repaid in 4 months while the \$2,500 loan would be required to be repaid in 12 months.

If a patient obtains more than one loan with Basis, can they schedule their payments on the same date?

Yes, a patient can schedule their payments to take place on the same date. However, as referenced in the previous question, each loan payment would be separate. For multiple loans, Basis cannot combine payments into one payment.