

THE BANCORP LINE OF CREDIT (LOC) SERVICE CONTACTS

	General Inquiries	Line of Credit Draws/Advances	Payments	Payoff Quote	Close Line of Credit & Release Collateral
Expected turn-around service level	Response within 1 business day from receipt of initial phone call or email.	Request received by 4 PM EST will be processed same day (if funds are available and call back verification is completed).	Received by 4 PM EST will be processed same day.	Letter within 2 business days from receipt of initial phone call or email.	Up to 10 business days from receipt of payment.
Information needed to submit a request	<p>Borrower's Name</p> <p>Last 6 digits of account number</p> <p>Explanation of inquiry</p> <p>Examples:</p> <ul style="list-style-type: none"> • Application status • Loan information (e.g., recent activity, statements, rates, balance) • Check reorders • Updates to contact information • User ID/password assistance • Pay by phone 	<p>Via Check (if available) or Wire</p> <p>Borrower to complete and submit electronically.</p> <p>Wire Request Form for Line of Credit (Domestic & International)</p>	<p>Mail payment to:</p> <p>The Bancorp Bank, N.A. Attn: Loan Operations 409 Silverside Road Suite 105 Wilmington, DE 19809</p> <p>Wire to:</p> <p>The Bancorp Bank, N.A. ABA Number: 031101114 Account Number: 001119100 FBO Account Title/ Loan Account Number</p> <p>ACH Authorization: ACH Loan Payment Authorization Form</p>	<p>Borrower's Name (as it appears on loan statement or Agreement)</p> <p>Last 6 digits of account number</p> <p>Payoff Date:</p> <ul style="list-style-type: none"> • Indicate whether account should be closed or remain open • Third party payoff quotes must include customer's authorization 	<p>Borrower's Name (as it appears on loan statement or Agreement)</p> <p>Letter of Instruction signed by the client or email from the address the Bank has on file with the following information:</p> <ul style="list-style-type: none"> • Last 6 digits of the LOC account number • Instructions to close the LOC account
How to submit the request	Email above information to kestraloanaccess@thebancorp.com or call us at 855.407.6192.	Borrower submits the Wire Request online through DocuSign®.	Fax the ACH Authorization to the number provided on the form.	Email above information to LoanServicing@thebancorp.com or call us at 855.407.6192.	Email above information to LoanOperations@thebancorp.com

Some requests may result in supplemental verification or information before your request can be processed.

To help maintain the security of your financial information, please do not include your account number or Social Security number in email correspondence.