



Our Impact

BORROWER STORIES



MEET AMERICA'S LARGEST CDFI LENDER

The Change Company serves all of America's borrowers. We are the country's largest mortgage lender to creditworthy borrowers who are excluded from standard mortgages¹, and thanks to our demonstrated commitment to prime borrowers in underbanked communities, we are the country's largest Community Development Financial Institution (CDFI) as certified by the U.S. Department of the Treasury. Our mission is to help underserved families and communities achieve homeownership fairly and responsibly. We believe homeownership helps to eliminate social and racial inequities, close the wealth gap, and empower all Americans to pursue their dreams.

Check out these real-life stories from real families we have successfully helped become happy homeowners.

¹ Scotsman Guide 2023 Top Non-QM Lender rankings report.



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Here's the story...

Jake and his wife recently tied the knot. They are self-employed prime borrowers looking to qualify for a mortgage to buy their dream home and start their new life together as newlyweds. Unfortunately, they did not show enough documented income to qualify for a traditional mortgage. Thankfully, our Community Mortgage program can get borrowers approved with no income, employment, or DTI documentation required. It was exactly what they needed.

SELF-EMPLOYED

JAKE B.



AMOUNT

\$380,000

LOAN TYPE

PURCHASE

Here's what Jake has to say about Change...

"We were turned down by another lender. Feeling discouraged, and with our marriage rapidly approaching, we wanted to be settled in our new home before then. When we heard about this possible program from a friend who had a similar situation, we reached out to Sara immediately. It was so fast and painless. We are now in our beautiful new home, and all settled in . . . with one less big thing to stress about while planning a wedding. Thank you!"

Here's the story...

John is a self-employed borrower who deducts most of his photography business expenses on his tax returns, leaving him with little reportable income that would typically help him qualify for a traditional mortgage. He needed to perform a cash-out refinance to improve an investment property he owns and rents out.

SELF-EMPLOYED JOHN R.

AMOUNT	LOAN TYPE
\$429,000	CASH-OUT REFINANCE

Here's what John has to say about Change...

"Peter Rosato was instrumental in helping me with a cash-out refinance. I am self-employed and my income differs from year to year, which made your Community Mortgage program a great fit for my needs. Peter made the process easy and understandable. I would not have been able to lower my interest rate as well as take cash out if you had not offered this portfolio product."





SELF-EMPLOYED JAMES V.

LOAN TYPE
PURCHASE



Here's the story...

James is a small business owner who has a high debt-to-income ratio because of the various tax write-offs he makes for his business. He has great credit and assets on paper but struggled to qualify for a mortgage due to his income. While banks and other lenders turned James away, he was able to qualify for our Community Mortgage program without having to provide any income documentation. James was able to close quickly and move his family into their new dream home.

Here's what James has to say about Change...

"Getting this home meant everything to our family! We were denied by other banks and lenders prior to finding Valerie and Change! The program was so easy, and everything was clearly explained for us. Valerie was so flexible and accommodative around our crazy schedule. She was very professional, had great communication, and was very transparent throughout. It was just an overall great experience."



TOI S.

AMOUNT	LOAN TYPE
\$248,367	PURCHASE

Here's the story...

Being a first-time homebuyer comes with its own set of challenges, like facing the unknown, getting the required documents, and trying to decide what loan product best meets your needs.

Here's what Toi has to say about Change...

"We contacted Change and our fears were immediately put to rest. They were easy to speak with, and gave us all the loan options we qualified for, including the confidence to get through the entire process. We were able to easily overcome many obstacles working with Change. We are grateful for Nick and his team getting us to the finish line – we got the loan and the house of our dreams!"



SELF-EMPLOYED

JOEL & CATALINA T.

AMOUNT

\$218,875

LOAN TYPE

CASH-OUT REFINANCE



Here's the story...

Joel is a self-employed consultant preparing for retirement. Although he lives in the United States, most of his income comes from Mexico. He struggled to qualify for a loan with traditional banks and lenders because of his income and employment. Joel was starting to think he would never qualify for a loan until he came across Change. Our Community Mortgage program made it possible for Joel and his wife, Catalina, to get approved without the income and employment documentation typically required to qualify for a home loan. The two are happy as can be and look forward to a comfortable retirement together.

Here's what Joel and Catalina have to say about Change...

"Change has allowed us to start preparing for retirement!"



RETIRED

ZHAO & XIAO LING Y.

AMOUNT
\$450,000

LOAN TYPE
CASH-OUT REFINANCE



Here is the story...

Zhao and Xiao Ling are retirees who want to take cash out from their free and clear home to help their son purchase his first home. Since they are retired, they struggled to qualify for a loan through traditional banks and other lenders. When they found Change Home Mortgage, they were introduced to our Community Mortgage program, and the rest is history.

Here is what Zhao & Xiao have to say about Change...

"We paid off our home and had no more liquid cash available to gift my son. Thanks to this Community Mortgage program, we can take cash out for my son to have money for a down payment. Otherwise, we wouldn't be able to help him move out with his own family. We are very happy with Change."

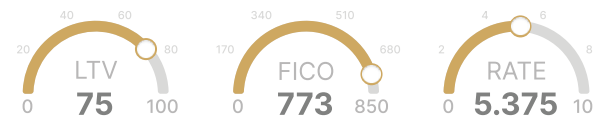


Here's the story...

John is a self-employed doctor whose income was dramatically affected by COVID-19. Being self-employed, he struggled to qualify for a loan from traditional banks and lenders. John reached out to Change and learned all about our Community Mortgage program. It turned out to be the perfect loan for John, who was able to finance his dream in no time.

SMALL BUSINESS OWNER

JOHN H.



AMOUNT

LOAN TYPE

\$1,312,500 PURCHASE

Here's what John has to say about Change...

"Michael Zugar and the Change team made our home purchase process informative, stressless, and comforting. From application through closing, we were kept informed every step of the way. We will definitely recommend Change Home Mortgage to all my friends and family. It was a superior experience during a very challenging time."

Here's the story...

Wei Min is a self-employed borrower who did not qualify for a full documentation loan because of his income. Ideally, Wei Min wanted to purchase a house and get settled in before selling his current home.

Change made that possible. With our Community Mortgage program,

Wei Min was able to get approved for a second residence without income or employment documentation. He purchased his new dream home, moved in with his beautiful family, and plans to take his time to sell his current property.

SELF-EMPLOYED WEI MIN D.



AMOUNT	LOAN TYPE
\$1,725,000	PURCHASE

Here's what Wei Min has to say about Change...

"I tried many lenders, but they all suggested I sell my house first, then file more taxable income to qualify for the new home purchase. I have a big family and would like to purchase a house to move into, then take time to sell my current home. Lillian has been a big help! I am going to refinance this loan later after I sell my home and file my 2021 tax return."





SELF-EMPLOYED

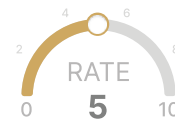
TAMARA & MIKE B.

AMOUNT

\$1,065,000

LOAN TYPE

CASH-OUT REFINANCE



Here's the story...

Before refinancing with Change, Tamara and Mike were at a much higher interest rate. Mike is self-employed and was not able to qualify for a home mortgage through traditional banks and lenders. With our Community Mortgage program, they were able to get approved without any income or employment documentation needed. The cash-out refinance turned out to be a game changer for the them as it allowed them to lower their monthly payments and save some cash.

Here's what Tamara and Mike have to say about Change...

"My husband and I have worked with Peter on a few mortgages now. We can't say enough about his professionalism as well as his skills in finding us the creative loan solutions we were looking for. Looking forward to doing another refi soon."



SMALL BUSINESS OWNER

BARBARA S.

LOAN TYPE
PURCHASE



Here's the story...

Barbara is an extremely resourceful and smart businesswoman. Given her busy lifestyle, she did not have time to find, gather, and provide the reams of documentation necessary to obtain a traditional agency loan. Instead, Barbara went with our Community Mortgage, which gave her the opportunity to secure a mortgage while focusing on her business and wealth creation.

Here's what Barbara has to say about Change...

"We have used John Lillywhite for two of your Community Mortgage loans. I am self-employed and my company generates a substantial revenue. However, our books are complicated, as is our income. I easily qualify for our loans and while I could have slogged through the standard prime loan process, I wasn't looking forward to it. The Community Mortgage program that we used with Mr. Lillywhite was easy, fast, and not complicated at all. It's, quite literally, the only loan I'll use for home purchases."

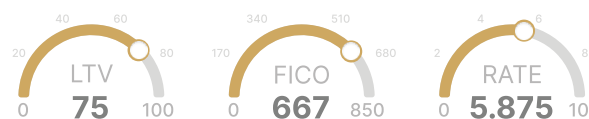


Here's the story...

Robert is a veteran who was unable to qualify for a cash-out refinance with traditional banks and lenders because he had a bankruptcy that had not seasoned. Robert had an upcoming balloon payment for a private note he had been trying to pay off, and a cash-out was his only solution. That was lower than the 12% he had with a private lender.

TRANSITIONING FROM RECENT LIFE EVENTS

ROBERT & KELLY C.



AMOUNT

\$183,750

LOAN TYPE

CASH-OUT REFINANCE

Here's what Robert and Kelly have to say about Change...

"We had talked to three lenders. All said that we had no options for a loan with the bankruptcy we had. We also had a private note we needed to pay off with a very high interest rate. Your Community Mortgage loan was our only option, and we are so thankful it was available."

Here's the story...

Alicia's business was temporarily closed due to COVID-19. She eventually acquired a huge bid and was able to restabilize her business. However, Alicia's 2020 tax returns would not allow her to qualify for a traditional mortgage, despite having plenty of assets and a thriving business. Alicia decided to call Change, which quickly got her approved on the dream home she'd been eyeing, thanks to our Community Mortgage program.

SELF-EMPLOYED ALICIA A.



LOAN TYPE PURCHASE

Here's what Alicia has to say about Change...

"We have used Change for the past five years to finance and refinance our homes. Most recently, our dream home that we've been eyeing for years finally came on the market, so we needed to act fast. Due to COVID-19, our small business hadn't filed tax returns, which only increased our anxiety. Due to the Community Mortgage's unique program, however, we were able to submit an offer with a 21-day close and not have to stress about having our tax returns filed. Our offer was selected, and we closed in 21 days. I want to thank Change for a fantastic job and making the entire mortgage process go smoothly. They were very communicative and followed through with every promise, every step of the way. We will use them for all our future mortgage financing needs."





SELF-EMPLOYED

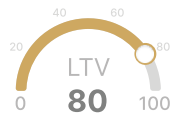
DULCE H.

AMOUNT

\$247,000

LOAN TYPE

PURCHASE



Here's the story...

Dulce is a self-employed cosmetologist who is a move-up buyer interested in upgrading to a larger home. In addition to being self-employed, Dulce found it difficult to get approved for home financing because her income relies heavily on tips, which can be difficult to document. We introduced Dulce to our Community Mortgage program, which has flexible qualification methods that do not require any income or employment documentation. It was exactly what Dulce needed to move into her two-acre dream home in the greater Houston, Texas area.

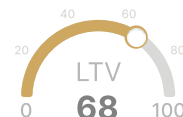
Here's what Dulce has to say about Change...

"OMG, we love it :). We're currently remodeling and it's looking great. I am grateful for Change. God bless you and your family."



SELF-EMPLOYED **STEVE B.**

LOAN TYPE
PURCHASE



Here's the story...

Steve is a self-employed borrower who receives his income from various sources. Due to his nontraditional income, he was offered mortgages with unreasonable fees or turned down altogether by banks and other lenders. Change was able to get Steve approved based on his asset profile with no income documentation required using our Community Mortgage program.

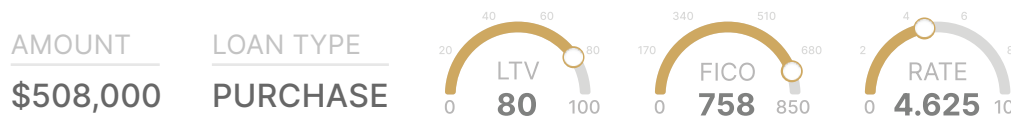
Here's what Steve has to say about Change...

"I cannot say enough, but I'll take a shot at it :) Most of all, you dealt with me, and delivered what you promised. Change made a very difficult experience, manageable. Long story short, I have plenty of net worth, and high equity in my current home, but I have variable income at the moment. As a result, I was turned down, or received offers where the rate and loan fees were too high for me to afford. Overall, this was the easiest of all my closings, thanks to the Community Mortgage program."



TRANSITIONING FROM RECENT LIFE EVENTS

BRITTNEY R.



Here's the story...

Brittney is a recent widow who found the perfect home to live in with her daughter. She struggled to secure home financing because she was unemployed and had just received a settlement for a lawsuit over her husband's death. We explored every loan option possible with Brittney, including asset depletion. However, because of how recently she received the funds, it was difficult to make anything work. While providing income and employment documentation had previously been a big hurdle for Brittney, it was no longer an issue for her thanks to our Community Mortgage program. She closed quickly and was able to move into the home of her dreams with her daughter.

Here's what Brittney has to say about Change...

"I found the home of my dreams for my daughter and me. I had plenty of money to buy it with cash but I wanted to invest that money and leverage it by getting a loan on my new home. I also have a current home that I need to sell but did not want to do that until after I moved into this one. We tried everything, and I mean everything. Sara was patient and kept working with us to find the best solution. The Community Mortgage loan ended up being a life saver. If this was not offered, I would not have been able to purchase my dream home."



TRANSITIONING FROM RECENT LIFE EVENTS

WILLIAM C.

LOAN TYPE
PURCHASE



Here's the story...

William, who is self-employed, had a very challenging year in 2020. He and his wife were in need of a no-income loan to purchase their dream home. Despite the couple's sufficient assets and good credit, traditional banks and other lenders failed to help them secure the funding they needed. They reached out to Change Home Mortgage, and we introduced them to our Community Mortgage. They were approved without income or employment documentation and successfully closed on time, thanks to Change.

Here's what William has to say about Change...

"As independent and self-employed individuals, my wife and I struggled to find the right mortgage company to provide a loan. We spoke to several companies, none of which were very helpful or supportive in the approval process. Finally, we were introduced to Jorge Navarro from Change Lending. He brought huge support to the process, from our initial house-hunting to closing the loan on the house of our dreams. We're very grateful for Jorge's expert management and would work with him again in a heartbeat."



Here's the story...

James and his family were initially afraid of the loan process. To allay their fears, they researched all the steps involved, including narrowing their choice of neighborhoods to live in. As an unexpected bonus, several residents in the area recommended Change as their lender of choice.

JAMES E.

AMOUNT

\$295,647

LOAN TYPE

PURCHASE

Here's what James has to say about Change...

"Once we started working with Change, however, all our fears were put to rest. The Change Team did an outstanding job of helping us navigate the entire loan process with no issues. They also educated us on buying a house from start to finish. We are currently living our best lives in our dream home, thanks to Change Home Mortgage."

Here's the story...

Craig has excellent credit and a great LTV ratio. However, because he was self-employed, other lenders said he would have to wait several years and provide at least two years' worth of tax returns before he could qualify for their loan products. With Change Home Mortgage, Craig was approved and closed in 30 days without having to provide any income or employment documentation.

SMALL BUSINESS OWNER

CRAIG M.



LOAN TYPE

PURCHASE

Here's what Craig has to say about Change...

"From start to finish, the team at Change gave us the confidence to secure funding for our dream home. My wife and I are successful business owners with self-employment income, but we had always been told that non-conventional loans need to show several years of tax returns to prove our self-employment income. When our Change team structured our deal, we could not believe it. Fast-forward 30 days, and we closed on our dream home."



SELF-EMPLOYED

LISA ANN B.



AMOUNT

\$308,750

LOAN TYPE

CASH-OUT REFINANCE



Here's the story...

Lisa Ann, a self-employed business owner who sells custom wedding cake toppers, was looking to grow her business. She wanted to leverage her home's equity to help purchase new equipment that would allow her to rapidly expand her product offerings, but banks and other lenders refused to help. Lisa Ann turned to Change and was approved for a cash-out refi in no time. Thanks to our Community Mortgage program, Lisa Ann's business is now growing, and she was even able to get out of the HELOC payments she had been dreading for quite some time.

Here's what Lisa has to say about Change...

"I just wanted to thank Change again for ALL you did for me during my cash-out refi! Nearly 10 years of darkness is now behind me — finally — because of Change. This morning, I was able to order the Aeon laser that will let me expand my current business and really start a new one — a far better, more lucrative, and fun one! I tried for so long to get a refi done, or even get approved for some sort of financial assistance. I was treated so poorly by so many other lenders in the past. But each and every single one of you at Change has been absolutely amazing! I felt listened to, like you really were working for me, and the end result is something I'll never be able to thank you enough for. THANK YOU ALL, from the bottom of my heart for everything you did."



SMALL BUSINESS OWNER

THOMAS N.



LOAN TYPE

CASH-OUT REFINANCE

Here's the story...

Thomas had a 5.625% interest rate through a well-known lender that many homeowners use when they need alternative financing. Being self-employed, especially during COVID-19, he struggled to document his income. Thomas, however, never missed a payment, even with the higher-than-normal rate he was paying his bank. Despite his consistent payment history, he found it nearly impossible to refinance at a lower interest rate. Fortunately, we were able to use the Community Mortgage to lower Thomas's rate and payment, saving him about \$400 a month.

Here's what Thomas has to say about Change...

"I was referred to Ramin by another mortgage broker whom I trusted. That was a good start. My situation was complicated, and my refinancing was not easy. But Ramin and Change made it happen. I got all the terms I was looking for and managed to save money monthly. The process went smoothly, and Ramin made sure he answered my questions clearly and kept me in the loop for each milestone. I was very satisfied with how things turned out."

SMALL BUSINESS OWNER

LINA FOWZI G.

AMOUNT

\$442,116

LOAN TYPE

PURCHASE



Here's the story...

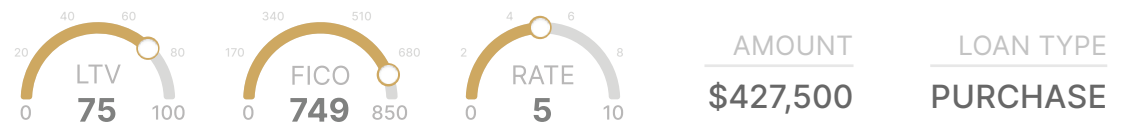
Lina owns a commercial building with her mother. She applied for a home mortgage at three banks and was denied three times because of a million-dollar renovation loan they had previously received for the commercial building. The debt was considered Lina's, which impacted her debt-to-income ratio. Lina was introduced to our Community Mortgage, which is perfect for entrepreneurs. She was able to get approved without any debt-to-income documentation and happily moved into her new home in no time.

Here's what Lina has to say about Change...

"I went through three lenders, failing to qualify each time because my ratios were too high due to debt on my business and commercial property and an SBA loan I took out in 2019 with my mother. That million-dollar SBA loan debt was considered mine. I reached out to Lisa, and she was able to close the deal for me and get me approved so that I could now live in this beautiful house. Working with Change was very good. I was stressed when I came to them, and they were able to execute everything quickly so that I wouldn't lose the deal due to my other delays."

SELF-EMPLOYED

LI HENG C.



Here's the story...

Li Heng is a self-employed real estate agent who was in the market to find a dream home for his family. He struggled to qualify for traditional loans that require full documentation and couldn't get approved by banks and other lenders. Change changed all that. With our Community Mortgage program, he was approved without income, employment, or DTI documentation. Thanks to Change, Li Heng now has a beautiful home for his growing family.

Here's what Li Heng has to say about Change...

"Lillian is great! I worked with her in past real estate deals. I'm so glad she has this Community Mortgage program to help people who otherwise would not be able to qualify. Now, my baby girl has a yard to play in. Everything went so smoothly, and I look forward to continue working with Lillian and Change."

SELF-EMPLOYED

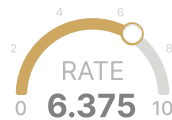
ANTHONY B.

AMOUNT

\$868,000

LOAN TYPE

PURCHASE



Here's the story...

Anthony was in need of a jumbo loan but had been unable to obtain tax transcripts from the IRS due to COVID-19. Without tax documentation, no jumbo lender would even consider approving Anthony. Change saved the day. We introduced Anthony to our Community Mortgage, and he loved how flexible the qualification methods were. No income or employment documentation made it possible for Anthony to close quickly and become a proud property owner.

Here's what Anthony has to say about Change...

"We appreciate how Earl managed to transform a challenging jumbo loan into a streamlined process. The Community Mortgage loan program was a unique opportunity that enabled us to purchase what we believed was an amazing value, even in the current, bustling real estate market. The program required only a credit score, proof of income, a 20% down payment, and a property valuation. Highly recommend."

MAKING HOMEOWNERSHIP A REALITY.

Change has proudly helped over 75,000 families own their dream homes and build wealth by investing in themselves. We have funded over \$25 billion in loans with a focus on helping America's underserved prime borrowers, including those in low-income communities, Blacks, Hispanics, and Latinos, with non-traditional income.

Ready to own your dream home, vacation getaway, or investment property?

Visit thechangecompany.com today to get started!



