

Mosaic Support Contacts — SOLAR

Partner Support

For all partner questions:

- 855.746.7849;
- M-F 6am - 9pm PST;
Saturday 8am - 5:30pm PST
- English & Spanish
- support@joinmosaic.com

Underwriting

Supports credit stipulations, credit decisions, credit status updates, milestone reviews

- 855.558.6007 for urgent in-home credit stipulation resolution
- M-F, 6am - 5pm PST;
Saturday, 8am - 5pm PST
- underwriting-sf@joinmosaic.com

Welcome Call

Need a welcome call completed ASAP?
Have your client call in to complete the Welcome Call right away.

- 855.587.2499;
- M-F 6am - 9pm PST;
Saturday 8am - 5:30pm PST
- English & Spanish

Borrower Support

For all borrower questions:

- 855.746.5551
- M-F 6am - 9pm PST;
Saturday 8am - 5:30pm PST
- English & Spanish
- support@joinmosaic.com
- loanservicing@joinmosaic.com for all payment-related questions

Cancellations

Supports processing post-funded cancellations for homeowners.

- 855-746-5551
- M-F 6am - 5pm PST
- support@joinmosaic.com
- Email subject: "Post-Funded Cancellation" and include homeowner name, address, opp ID

Escalations

If you've exhausted the previous options and still need additional support:

- escalations@joinmosaic.com
- Response time: 2 hours during normal business hours
- M-F 7am - 5pm PST;
Saturdays: 8am - 5pm PST

Mosaic Support Contacts — HOME IMPROVEMENT

Partner Support

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