



Danny Robinson &lt;hello@dannyrobinsonteam.com&gt;

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## Transfer process

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**Sunnova Customer Service** <customerservice@sunnova.com>  
To: "hello@dannyrobinsonteam.com" <hello@dannyrobinsonteam.com>

Fri, Aug 27, 2021 at 4:17 PM

Hello Mr. Robinson

Below are the steps of how the Transfer Process works:

(1) Seller must call in to give verbal authorization to all parties involved.

(2) Buyer must call in to set up their account, run their credit check (must pass with FICO score of 650 or over) or can do a deposit of \$500.00 if the Monthly payments are of \$99 or less or \$1000.00 deposit if the monthly payments are \$100 or more (this can be mailed in through check or can be paid at closing will need settlement statement). Closing date must be provided to us as well as Attorney's or Title and Escrow and Realtor's email, phone number and company's name. (If the system is being paid off at closing the credit check is not required however we will require a settlement statement.)

**\*\*Credit check is not required if the system is paid off or prepaid\*\***

(3) Draft Copy of proposed deed should be sent in to [customerservice@sunnova.com](mailto:customerservice@sunnova.com)  
1-3 must be completed ASAP

(4) Transfer Agreement will be sent through email and must be signed through DocuSign.(seller and buyer's email)

(5) UCC1 Filing will be released before closing.

(6) After closing recorded or executed deed should be sent in to [customerservice@sunnova.com](mailto:customerservice@sunnova.com)

(7) After closing we will then request out IT team to have the system updated to new home owner's name.

If you have additional questions, please do not hesitate to reach our customer service team for further assistance. It is recommended for this process to be started at least 30 days before the closing date.

Sincerely, Sunnova Customer Service

1.866.SUNNOVA (866.786.6682)

[customerservice@sunnova.com](mailto:customerservice@sunnova.com)

Hours of operations are (CST): Monday – Friday 7:00am to 12midnight

Saturday 7:00am to 9:00pm

Sunday 12:00pm to 12midnight

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