

ELoan Loan Application FAQs

Who do I contact if I have questions about applying for a loan online?

For your convenience, please contact us at 888-607-4277, or by e-mail at eloan@lubbocknational.com.

I live outside of Texas; can I still apply for a loan?

No. Currently, Lubbock National Bank only accepts consumer loan applications from applicants who live in Texas. Collateral securing your loan must also be located in Texas.

Can I change the information on my loan application?

Yes. Simply click the "back" button to make changes prior to submitting your application.

Can I change the information on my loan application if I have already submitted the application?

Yes. Please call our toll-free at 888-607-4277, or e-mail us at eloan@lubbocknational.com to make any changes to your application.

How do I know when you have received my loan application?

You will automatically receive an e-mail notification after you submit your loan application.

How long will it take for my application to be processed?

You will be notified on the status of your loan within 24 hours of completing the application, excluding weekends and holidays. A Lubbock National Bank representative will contact you by phone or email.

Am I able to select the payment due date on my loan?

Yes. You will be able to select your payment date prior to signing loan papers. A Lubbock National representative will contact you to gather this information by phone prior to closing on your loan.

Do I need to submit additional documents, such as tax returns, before final approval?

If yes, where do I mail the documents?

A Lubbock National Bank representative will contact you regarding your loan approval and will give you further details regarding submitting additional documents.

How will I sign loan papers once my application is approved?

A Lubbock National Bank representative will work with you to sign loan papers at one of our convenient locations.