

Frequently Asked Questions

Have a question? Let us help! We've put together a list of our most frequently asked questions below. (If you can't find the answer you're looking for, let us know.)

General

How long does it take to be approved for a loan?

If you apply online, your application will be transferred to your local 1st Franklin Financial office where the loan decision will be made. One of our staff will contact you to discuss your loan and options. If approved, you could have the money you need as soon as the next day. If you submit your loan application during non-business hours, your application will not be viewed until the following business day. In some cases, approval is only hours away!

Can I apply for a loan online?

You can begin the application process electronically by clicking the "Apply Now" button. In most instances our staff will be in contact with you immediately, but assuredly will be in contact within two business days to discuss your application and answer any questions. Final loan decisions are made at your local 1st Franklin Financial office and are based on a variety of factors, including your credit history, payment history and ability to make monthly payments.

What are the loan office hours of operation?

1st Franklin Financial loan offices are open from 8:30 am to 5:30 pm Monday, Tuesday, Thursday and Friday, and 8:30 am to 1:30 pm on Wednesday. We are also open for special Saturday hours during the Christmas and holiday season.

I don't want to receive mailings from 1st Franklin Financial. How do I stop them?

It's easy. Simply complete this removal request form. Include the name and address exactly as it appears on the mailing you received. Please allow 8 weeks for your name to be removed.

Can I email my local office for information?

No. Due to strict privacy regulations, we are unable to communicate your personal loan information via email. This is done to protect your sensitive personal information. Please call or stop by your local office to discuss your loan.

Can I receive my statement through email?

No, but you can login to your account and view your account activity.

Personal Loans

How is a 1st Franklin Financial loan different from a payday loan?

1st Franklin Financial is not a payday lender nor do we offer loans secured against a customer's next paycheck. We offer customers short and long term installment loans with payment plans that fit each customer's need.

What is an installment loan?

An installment loan is a loan that is paid back over time with a set number of affordable scheduled payments. Installment loans also have a fixed rate. The term of the loan could be as little as a few months or much longer. At 1st Franklin, there's no penalty for early payoff.

Will the loan interest rate stay the same throughout the life of the loan?

Every loan from 1st Franklin Financial has fixed rates, which means your rate will not change for the entire term of your loan.

What is the interest rate or APR (annual percentage rate) on a loan from 1st Franklin Financial?

The interest rate and the APR on your loan will depend on the type of loan you get, the amount and the repayment terms. Contact your local branch office and our staff will be happy to discuss interest rates and loan options available to you.

What loan amounts do you offer?

1st Franklin Financial offers loans up to \$15,000. Our Premier Loans are available up to \$10,000.

Investments

Why does my Senior Demand Note with Check Writing privileges say that these checks are payable through South State Bank?

Because 1st Franklin is not a bank, we must use a bank to process these check redemptions from your Senior Demand Note. Your funds are with 1st Franklin and South State Bank will be unable to cash checks for you or verify your Investment funds.

Does 1st Franklin offer an online bill payment service?

You will be unable to initiate payments directly from your Senior Demand Notes online; however, you may have funds automatically sent to or withdrawn from your Senior Demand Note through a 3rd party. For example, you may have your payroll directed to your Senior Demand Note by setting this up with your Employer, or you may sign into your Credit Card account and have payments withdrawn from your Senior Demand Note by listing your Senior Demand Note account. Please contact the Investment Center for applicable routing numbers and complete instructions.

If I call during business hours, will I talk with a “live” representative or with an automated answering service?

You will always be greeted with a friendly live voice, who will make sure that your call is handled in a professional manner. We do not use any automated answering service during business hours.

I have a local 1st Franklin office in my area. May I visit with them to open an Investment?

Our branch offices are unable to open or discuss Investments with you. They will refer you to the Investment Center, located only in Toccoa, GA. Please call the Investment Center at 706-886-7571 or 800-282-0709 to ask additional questions or begin the opening process.

Are 1st Franklin Investments insured?

Our Investments are not bank deposits and are not insured by the Federal Deposit Insurance Corporation (FDIC) or Securities Investor Protection Corporation (SIPC) or any other Federal or State Agency. Investors must rely solely on the Company's ability to pay principal and interest on its Investments.

Is 1st Franklin Financial Corporation a bank?

We are not a bank. We are a privately—held corporation that has been engaged in the consumer finance industry since 1941. We fund our loans through a combination of the issuance of short and longer-term debt securities, such as Senior Demand Notes, Variable Rate Subordinated Debentures, Commercial Paper, as well as with borrowings from time to time under our revolving credit facility.

How do I make an Investment?

Simply call us at 706-886-7571 or 800-282-0709, and one of our Investment Center representatives will provide the information you need to start the Investment process. Sales of certain Investments are sold only by Prospectus and are strictly regulated. Therefore, Investment may not be purchased online, and you must speak with one of our representatives.

Is 1st Franklin licensed to sell Investments in all states?

We are licensed to sell Variable Rate Subordinated Debentures to residents of Georgia and South Carolina. Senior Demand Notes may be sold to residents of Georgia, only. Commercial Paper may be sold to residents of any state, except California.

Will I be able to manage my 1st Franklin Investment account(s) online?

Yes! You will be provided a form to complete, which will allow you to sign-up for Online Investment Services as soon as it is returned to the Investment Center. At that time, you may click the “Login” link located at the top right of any of the Investment Center web pages. You will need to “Sign up” the first time you go to the Online Investment Services. Once that is completed, you will be able to login to manage your Investments, view your history, make transfers between any of your Senior Demand Notes, and more!

What are the Investment Center hours of operation?

The Investment Center, located at 135 East Tugalo Street, Toccoa, GA 30577, is open Monday through Friday from 8:30am to 5:00pm, and will accept phone calls or in-office visits during that time. On Saturday, the Drive-Thru is open from 8:30am to 12:00pm; however, the switchboard is closed on that day.

Will I be able to call and leave a message after business hours?

Yes, you may call the Investment Center at 706-886-7571 or 800-282-0709 any time before or after business hours to leave a message. One of the Investment Center representatives will return your call on the following business day. You may also send us a message at this link or by direct email to investmentcentercontactus@1ffc.com.

Retail Sales Financing

How long does it take to get an approval?

Automated approvals are available 24/7. Our indirect lending support center hours are: 9am- 8pm Monday- Friday, 10am-5pm Saturday, 12pm-5pm Sunday

Does the customer make payments at my business location or 1st Franklin Financial?

Customers will make their payments directly to 1st Franklin Financial relieving you of any work. Customers can easily make payments online, at our location or through the mail. The choice is theirs.

Do you offer after hour approvals?

With the Decision Power and DEALS programs, you can submit credit applications over the weekend or after office hours, improving your customer service. Decision Power is available 17 hours a day, from 7:00 am to 12:00 am (EST & CST) and DEALS is available 24 hours a day seven days a week.

What type of items do you finance?

1st Franklin Financial finances all types of items including jewelry, furniture, appliances, lawn equipment, storage buildings, wheels and tires, computers, electronics and more! Certain exclusions apply, so call the location nearest you for complete details.

What is the minimum/maximum amount that can be financed?

We offer financing up to \$25,000.