

Introducing Hughan Talagi - Credit Acceptance

Hello guys, my name is Hughan.

I've thoroughly enjoyed the time I have spent working in Credit Acceptance at Finance Now. The staff here are very accepting and easy to get along with which has made it easy to fit into the team. In my spare time I like playing the guitar, listening to music, socialising & playing video games. I also love to eat and sleep! One of my favourite places is a small town called Opotiki where I enjoy spending time with my partner and her family as the life down there is very relaxing and easy going. I enjoy talking to dealers especially to those who I talk to regularly. Shout out to Sam from Mag & Turbo in Palmy and Daniel from Noel Leeming in Sylvia Park.

Looking forward to getting to know more of you and hopefully for you to put a name to the face will make for a more comfortable chat next time you call through.

Later alligator's,
Hughan.



Finance Now Accreditation

Is your team Accredited?

As part of our commitment to training and up-skilling the sales staff we work with, Finance Now provides a Training Accreditation program. This program is designed to recognise and acknowledge staff that have completed the Finance Now Training Modules and have demonstrated a working knowledge of FNL's processes and products, plus an understanding of the techniques used to increase sales and margin using finance.

The benefits of this to you and your staff are:

- Increased sales skills for your sales team
- A more confident motivated sales team
- Greater focus on sales opportunities through using finance
- Greater accuracy in processing, giving more time to make sales
- An enhanced customer experience



So how does it work?

After finishing each of the FNL Training Modules (Process, Products, Selling) staff can then complete the associated Test. Each of the tests contains 15 multi-choice questions, and can be accessed from the Training & Support tab in QIK.

Training & Support

The tests are marked by the Finance Now Area Managers and those staff members that attain a pass mark (100%) are awarded a FNL Certificate. Training sessions are then arranged for those that demonstrate some gaps in their finance knowledge.

As an extra incentive, staff completing the tests will also receive 3 entries into our monthly POS Rewards program where we give away 30 x \$50 gift cards.

Details of results for Retailers on a store by store basis are collated by Finance Now and can be supplied upon request. The Finance Now Area Managers can provide this information to store managers as part of their regular visits.

Contact your local FNL Area Manager for more details.

ON TARGET

JUNE 2017

Welcome to the middle of the year!

Although Winter is still to make a full appearance, both islands have had their moments with the cold and rain (not to mention the fog!). With the increasingly inclement weather hopefully driving more shoppers into malls and stores in search of shelter, it is important to ensure you make the most of every sales opportunity, so don't forget to talk to your FNL Area Manager about the best way to use finance to sell your goods.

As I announced in our last newsletter, we have recently launched our Electronic Loan Authorisation which allows customers to authorise their loan through a unique PIN code and removes the need for stores to print and send loan documents to us for purchasing. The new process has already proven successful for several stores by cutting down the processing time, improving accuracy and saving time for making sales! I am pleased to announce that since the launch we have continued to enhance the process and have now included Electronic Authorisation for those customers choosing to pay by Direct Debit which means one less piece of paper to deal with.

We have updated the questions in our Accreditation Program to improve the knowledge for you and your store so ask your local Area Manager to show you the benefits of Accreditation and how you can go through the tests.

As always, we want to make sure that this newsletter provides useful information to our Retailers so if there is any particular piece you would like to see included please don't hesitate to drop me a line at kelvin@financenow.co.nz

Kind regards,

Kelvin Williams - National Sales Manager

What's New?

Electronic Loan Authorisation now includes Direct Debit Signing

Following the success of our recently launched customer Electronic Authorisation option, we have further enhanced this facility by including Direct Debits in the documents that can be electronically authorised. This update allows customers to choose to electronically authorise their Direct Debit Authority without the physical DD document needing to be signed or sent to Finance Now, saving you even more time.

Here's how it works:

- When Direct Debit is selected as a payment method as part of an Electronically Authorised application, a new DD details screen appears
- The customer authorises the DD with a unique PIN supplied by Finance Now
- As with the Loan Docs, a copy of the DD is electronically sent to the customer

If you aren't already using Electronic Authorisation, the features are:

- Available for applications loaded through QIK
- Customers can authorise their loan with unique PINs supplied to their mobile by FNL during the application process
- The Loan Docs (including DD) do not need to be sent to FNL as this will happen electronically
- Only a copy of the Invoice and the Checklist needs to be sent, unless the goods have been listed on the Loan Contract then no docs need to be sent at all.
- Store/customers can still choose to use the old method if preferred

Contact your local FNL Area Manager to arrange training and to have the facility loaded to your store login.

Did you know only 20% of working Kiwis have Income Protection Insurance?

That means you have opportunities to sell Income Protection Insurance to 80% of your customers!

What’s the likelihood of your customer needing this protection and do customer claims get paid by Southsure Assurance?

Southsure Assurance is the underwriter of Finance Now’s CPI cover and have provided the following claim statistics for the 12 months ending 31/12/2016. These results do highlight claim events that are real and significant, particularly in the high Redundancy and injury & illness categories. In the last 12 months Southsure Assurance paid claims exceeding \$266k to more than 450 FNL customers.

Finance Now CPL Average Claim Amount

Year	2014	2015	2016
Chattel	\$952	\$1,070	\$925
Injury & Illness	\$195	\$228	\$280
Redundancy	\$75	\$106	\$266
Death	\$845	\$1,300	\$2,222

Payment Protection Insurance Features and Benefits

Feature	Insured Event	Benefit
Death	In the event of the insured customer dying	Balance of the loan will be paid in full
Accident	An accidental injury that stops the insured from working	Repayments will be paid while the insured is off work
Illness	Any illness that stops the insured from working	Repayments will be paid while the insured is off work. If the illness is terminal the loan will be repaid in full
Redundancy	If the insured is made redundant, involuntary from full time employment	Repayments will be paid while the insured is off work to a maximum of 12 months
Chattels	Covers the goods from fire or theft	Covers the cost of the goods** (less 15%, min \$150 for excess) in the event of theft or total loss when the insured does not have contents insurance
Bankruptcy	If the customer is involuntary declared bankrupt	Cover the repayments for 3 months

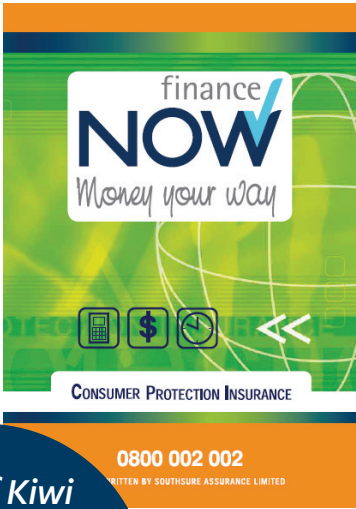
Something to consider is “most” customers are not in a position to sustain long periods of limited or no income. This is because “most” people spend up to what they earn. **More than one million New Zealand households would be unable to meet essential expenditure (rent/ mortgage, power food etc) if they had no income for more than just one month.**

CPI allows customers to return to normal life and work after an event covered by CPI with their clean credit history intact.

The typical weekly payment range for CPI cover based on the average financed purchases through Finance Now is \$1.50 - \$2.00 per week. A very worthwhile investment against the risk they’re taking on. Our online and phone app calculators can present the inclusive payments for these benefits.

Your Area Manager can assist with further information and training. Please don’t hesitate to call.

30% of Kiwi homes DON’T have home contents insurance



Introducing Bankstatements.com

Finance Now have teamed up with Australian company Bankstatements.com to provide you an automated Bank Statement retrieval service to facilitate faster loan application reviews. This service is simple and provides a high level secure method for sending bank statements from the customer’s bank direct to Finance Now for review and assessment on your application.

- This is an optional service for providing a bank statement to Finance Now
- Access can be emailed or sent by text to the customer

For more information contact your Area Manager or click the Training & Support menu in QIK. All our store communications are uploaded to our training pages.

Here’s how it works

1.

On the Application Outcome screen click on the Request Bank Statement

?

Application Number1751188
DatedFriday, 2 June 2017
Primary Applicant NameJane, Tarzan
Address180 Dominion RD Mount Eden, Auckland
Telephone090854444
Application ForConsumer Goods Purchase
OriginatorThe Rock Shop - Henderson (305645)
Loan Value\$4,000.00
Personal Protection InsuranceNone (SSAC)

Application OutcomeConditional Approval
Contract Purchase Limit* \$4000
Loan amount of \$4,021.00 equates to 11 payments of \$375.72 monthly.
And a final payment of \$375.75 making a Total Payable of \$4,508.68.
*Contract Purchase Limit is available for this purchase only. Once this purchase is complete further purchases will require credit re-
Application Evaluated Successfully.
Select next action for this application:
Add Second BorrowerRequest Bank StatementView Credit Report

2.

Select delivery method - Email or mobile with the option to preview message

Originator Bank Statement Request #1751188
Thursday 08 June 2017 - 17:14
Application Details

Item	Details	Other Actions
Application Nr	1751188	Select one of the following options. Preview & Send Email Preview & Send Txt Msg
Applicant	Jane, Tarzan	
Outcome	APP	
Dealer Name	Test Dealer Name hem	
Operator E-Mail	lenora@financenow.co.nz	
Applicant E-Mail	lenora@financenow.co.nz	
Applicant Mobile Phone	0213336666	
Custom Message		

Close Window

3.

Click Send Email or Send Txt Message

Preview Txt Message

Hi Willow, As agreed on ur app 1751205 pls click here <https://test.bankstatements.com.au/frame/startFNNC-1751205> Questions ph 0508 868 868
Send Txt MessageClose

4.

Customer clicks link in message and is directed to the following page

finance NOW Money your way

Your Bank Statements. NOW.
The secure, incredibly easy way to retrieve your bank statement data in seconds. Send it instantly to your credit provider and get your loan approved faster.
Please select your bank
or type to search here
ANZASBbnzThe C parttime bankoneSBS Bank
Show All
Can't see your bank? Try searching!
Thank you for your application with Finance Now. To assist us in finalising your application please select your primary bank from the above selection.
© Finance Now Limited - Registered Service Provider - FSP42822
(Should you require any clarification or further assistance then please contact us on 0508 868 868)

5.

Customer logs into their bank as normal and ticks “I agree to Terms and conditions

Please enter your Bank of Statements online banking details

Username:
Password:
I agree to the User Terms & Conditions and Privacy Policy
Submit
This service is provided by BankStatements.com.au (ABN 89 164 277 945), not your lender, broker or bank. Your log in details are never stored and they are secured with bank level 256 bit encryption. See more about how this works.
Back

6.

Customer clicks Submit

Success!

Great work! Bank statements for 2 accounts have been sent to Finance Now Test
The secure session with your bank has been closed.
Start Again

7.

Bank statements emailed instantly to Finance Now for review

finance NOW