

15 May 2021

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Hi Nick

As an Essential Service we will continue to operate and support our customer's needs.

Our priority remains the health and wellbeing of our staff and family, as I am sure your own teams and families are your immediate priority.

Our "Working from Home" processes have been re-established and we are fully functional to support all our Retail and Commercial partners in processing applications and purchasing approved and valid contracts as per our normal criteria.

Our Retailer Support teams are available for all normal contact methods however I do recommend for you to utilise Qik Chat and emails as the preferred initial contact and to support contactless delivery use our Electronic Authorisation of the loan agreement option (retail contracts only).

Also, please do not hesitate to contact your [Finance Now Area Managers](#) on any of the above details and who will be continuing to work and support your business if you have any queries.

Finance Now Process During COVID-19 Level 3 Lockdown

Step by step guide

For customers purchasing from retail stores using Finance Now as a payment method.

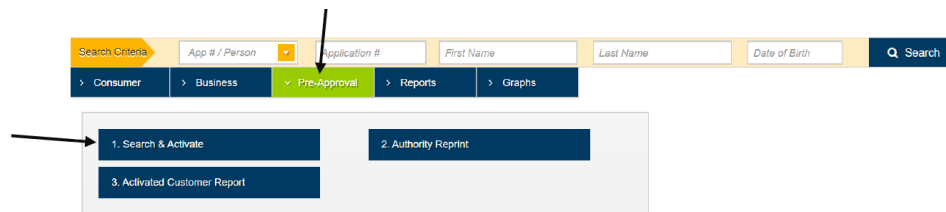
During the COVID-19 Level 3 lockdown period please follow the steps below to ensure we meet government regulations.

1. Customer to obtain online pre-approval

The customer can complete this from the Finance Now link on your website directly (I.T instructions can be provided if Finance Now's Pre-Approval link is not already on your website) or via <https://www.financenow.co.nz/retail-finance>.

2. Customer phones store for sales staff member to process documents via QIK

Applications are to be processed through QIK by obtaining the pre-approval information from the customer over the phone and submitting through the Pre-Approval tab. Staff member is required to verify customer personal information and read/confirm privacy disclosure with the customer at this time.



3. Documentation is to be signed digitally using Electronic Authorisation

Documentation is to be signed digitally using our Electronic Authorisation process. The customer must have an email address and mobile phone number entered into QIK to qualify for Electronic Authorisation and the checkbox "Loan Agreement Electronically" selected as Yes before submitting the application.

4. Goods must be delivered to the customer's address

Goods must be delivered to the address stated in the customer's loan application. Note, change of delivery address is often an indicator of fraud, and Finance Now strives to protect your legitimate customers and your business.

Kind regards,

A handwritten signature in black ink, appearing to read 'Kelvin Williams'.

Kelvin Williams

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