

12 August 2020

[View this email online](#)



**Hi Nick**

This is a message to update you on how we are responding to the new Covid 19 situation that we find ourselves in with the move to Level 3 in Auckland and Level 2 for the rest of the country.

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.

We are listed as Essential Service which allows us to continue to operate to assist our customers needs. We are working closely with the Ministry of Health following their guidelines and therefore our Auckland based teams will be working remotely effective immediately.

There may be some delays today in our responses as we re-establish our "Working from Home" processes but we for Retail Finance, Business Finance and Motor Vehicle Finance partners we will still be processing applications and purchasing approved and valid contracts as per our normal criteria.

Our Retailer and Motor Vehicle Support teams will be available to contact however the clear preference is for you to contact our teams via Qikchat or emails as this is more efficient in our current Work from Home processes. There may be some delays in responding to enquiries and applications but exactly what this looks like will be unknown until we are operating and have had the chance to experience connectivity speed and volumes of business etc. To date we are experiencing few delays.

Our Invercargill office remains open and fully operational to process any customer enquiries

Also, please do not hesitate to contact your Finance Now Area or Regional managers who will be working from home should you have any queries.

Kind regards,



## Haydn Halls

GENERAL MANAGER CARDS & INTERMEDIARIES | 021 779 081

[financenow.co.nz](https://financenow.co.nz) 

0800 299 399 

[Visit our Website](#) | [About Us](#) | [Contact Us](#) | [Privacy Policies](#) | [Disclosure Statement](#)

Notice of confidential information: The information contained within this electronic mail message (which includes any associated attachments) is confidential or may be legally privileged. If you are not the intended recipient, you are hereby notified that any use, review, disclosure, re-transmission or copying of this communication is prohibited. If you have received this email in error, please contact the sender immediately and destroy this message and any attachments.