

Bank Verification for Customer Income

- Use at the first opportunity in the process. This allows our system to assess the bank statements while the rest of the application is being processed, saving you time.

Send Bank Verification SMS

ID verification

- If 'In-person' verification is selected, then our ID Verification link does not need to be sent to the customer. There is an option for the link later in the process, but this is not compulsory (unless specifically requested by Retailer Support).

Please select method of ID Verification

In-person

Contactless

Accuracy with customer details

- Make sure you are loading the customer's details as correctly as possible (DoB, addresses etc.). The vast majority of delays (over 80%) are to check incorrect customer details

Avoid multiple emails

- If you are not sure if information has been received by Retailer Support, please use QIKChat in the first instance to follow up. The fewer emails received greatly improves our processing time.

Training and Support

Information on the key improvements to our process is provided in a short interactive module which can be accessed through your QIK logon.

Application Process Training

An updated version of our Process Manual (Module 1) is also available under your logon by clicking the Training & Support tab on the left.

Training & Support

Your local Finance Now Area and Regional Managers are available to provide team training as often as required. This may be face to face or video sessions utilising Teams, Zoom or similar. Our AMs/RMs will work with your store to provide the most suitable option.