

Finance Now

Motor Vehicle Monthly Service Fee Changes

Effective 1 Sept 2017

Finance Now Monthly Service Fee Update

In line with our Responsible Lending and CCCFA responsibilities, we conduct annual reviews of our fees and rates to ensure they are cost justified to meet our obligations of the Act.

As you may recall in 2016 we amended our Monthly Service Fee from \$7.50 to \$1.50. Following this year's review we have simplified our fee structure further and have standardised our Monthly Service Fee across our suite of finance products. As many of our products share similar processes, standardising our Monthly Service Fee aligns time and effort involved fairly.

Our new Monthly Service Fee was calculated by totaling and averaging the fee across all our financial products. Calculating the average means you will experience less fluctuations with any adjustments moving forward.

As a result there will be a minor upward adjustment to the Finance Now Monthly Service Fee as detailed below.

	Currently	Effective 1 st September 2017
Monthly Service Fee	\$1.50	\$1.80

What this means in the real world.

Depending on price points, customers may see an increase on average around 7 cents for weekly payments. Please note this only affects NEW contracts not any prior customer contracts which remain unchanged.

Please be aware that from 1st September adjustments to the Monthly Service Fee will need to be made to the following;

- Advertising Terms & Conditions
- Weekly payment posters
- Loan calculators and pre-approval applications on your website
- Spreadsheet calculator to calculate customer payments (if you have been provided with one)
- Finance Now mobile Retailer Calculator app

What do your stores need to do?

We will **update our online systems on the 1st September**, so **you won't need to do anything** other than:

- Continue to disclose the loan terms & conditions including this fee in line with your current process.
- Be aware that the new fee structure will only impact applications originated from 1st September, there is no impact on existing customers or contracts dated prior to the change.

Finance Now strives to continually improve the delivery of market competitive finance products and services to you while ensuring compliance to the various Acts that effect the sale of finance.

Should you require any further clarification or have any questions please do not hesitate to contact me.

Kind regards,



Andrew Brough

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