

# PROCESS

## Retail Finance

Training Manual 1 - 202103

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## Introduction

Welcome to the Finance Now Training Module – Process.

This Module has been designed to train your salespeople with our processes, from start to finish, and provides answers to any questions that may arise when processing an application or speaking with a customer.

It has been specifically written for you, the retailer, to be able to help walk you through our processes or re-jog your memories (we are always just a phone call away).

At the end of the Module you will be capable of completing the full application process through to executing a contract and providing correct documentation to FNL. In fact, to gain a completion certificate, that's exactly what you will be doing (using our test site) after the end of the training session.

Unless you are operating under a separate Financial Advice Provider licence, as introducers, you must not give any financial advice to your customers in relation to the suitability or affordability for any financial product offered by Finance Now. In addition, you are not engaged by Finance Now to, or permitted by Finance Now to, give any regulated financial advice on behalf of Finance Now. Accordingly, you must not represent to the customer that you authorised or permitted to give advice on Finance Now's behalf.

Finance Now is registered on the Financial Service Providers Register. Finance Now is a responsible lender and will comply with the lender responsibilities under the Credit Contracts and Consumer Finance Act and the Responsible Lending Code. An application for finance may be declined if a decision to lend would not, in Finance Now's opinion, be in accordance with the responsible lending obligations.

We trust you will find this a valuable tool.

## About Finance Now

Finance Now (FNL) is a wholly owned subsidiary of the SBS Bank Group (formerly Southland Building Society), having been established in 1869. The Bank and its subsidiaries are wholly New Zealand owned and operated. We have in excess of 1600 retailers nationwide utilising our Credit Contract facilities.

We have seven regional offices: Invercargill, Christchurch, Wellington, Napier, Tauranga, Hamilton and Auckland. Our team can provide your suppliers with skill sets designed to assist retailers to sell more product by utilising finance as a tool for closing more sales.

Our vision is to be “a valued service orientated enterprise and the first choice of our target markets”. Specialising in consumer finance, we have been able to achieve this through our commitment to creating memorable customer experiences. This has been achieved by utilising leading edge technology designed with you, the end user in mind. Our philosophy is “if it is easy to sell it is easy to buy”.

We customise our service delivery to meet the unique features and requirements of your retail store(s). You can process applications and contracts using a variety of methods including Online, Qik dealer portal, telephone, and e-mail. A full range of finance products and terms can be sold in-store on any sale. These include interest free, interest bearing and combined interest free / interest bearing.

# The Application Process

## Manual Application Form

A manual application form is available for customers to complete. The details from the manual form can then be entered into Qik.

We recommend you always use this method because:

1. This allows the salesperson to perform other tasks (like making another sale) while the customer is completing the form
2. Entering details from the manual form into Qik reduces the chances of errors

Alternatively, the completed manual form can be emailed or faxed to Finance Now for data entry into Qik. If the application is approved, documentation will be available to be printed from the Pending List in Qik within 20 minutes or, if access to Qik is restricted the completed document may be emailed to the store (this option may take longer than 20 minutes)

**All manual forms are to be sent to either of the following for data entry & credit risk assessment:**

- Email completed forms to: [retailer@financenow.co.nz](mailto:retailer@financenow.co.nz)

When completing the application form the customer should be advised the more information they provide the better. This allows us to make a much more informed and accurate credit decision.

**Note:** While the email option is available, use of Qik provides the following key benefits:

- Greater accuracy
  - Handwriting can sometimes be hard to read on the Fax print out
- Speed of response
  - 20 seconds vs. 20 minutes
- On-line reporting
  - Monitor your finance sales online

Please ensure both the customer and sales person sign the application form to verify information as indicated below:

1. Identification and Privacy Acknowledgement section
  - a. New & existing customer
2. ID details must be provided for each applicant and the original sighted
  - a. Ensure the all ID details requested are completed
3. Where payments on the contract are being made by a third party (family member or otherwise) then obtain a copy of their identification

**13. IDENTIFICATION AND PRIVACY ACKNOWLEDGEMENT SECTION** Please note any ID used must be an original and sighted by the Retailer

**Signature Declaration; I have read, fully understood and agree with the Privacy Acknowledgment and further declarations on the reverse of this form.**

|                 |                |                 |                |
|-----------------|----------------|-----------------|----------------|
| Signature _____ | Date / / _____ | Signature _____ | Date / / _____ |
|-----------------|----------------|-----------------|----------------|

I do not want to receive the Finance Now Card

|   |  |   |   |  |   |
|---|--|---|---|--|---|
| <input type="checkbox"/> NZ Drivers Licence   | <input type="checkbox"/> NZ/AUS Passport | <input type="checkbox"/> Firearms Licence | <input type="checkbox"/> NZ Drivers Licence   | <input type="checkbox"/> NZ/AUS Passport | <input type="checkbox"/> Firearms Licence |
| DL Version (Sb) _____   | ID Number _____                          |   | DL Version (Sb) _____   | ID Number _____                          |   |
| <input type="checkbox"/> C/seas Passport country _____                              | ID Expiry _____                          |   | <input type="checkbox"/> C/seas Passport country _____                              | ID Expiry _____                          |   |
| C/seas PP Visa Type <input type="checkbox"/> Work <input type="checkbox"/> Resident | Visa Expiry _____                        |   | C/seas PP Visa Type <input type="checkbox"/> Work <input type="checkbox"/> Resident | Visa Expiry _____                        |   |

- a. Copies should be sent to FNL with the rest of the documentation
4. Retailer verification section
  - a. Identify document signed and verified—original document to be sighted
  - b. Insurance documents given, where applicable

**13. RETAILER SECTION** Remember to sight original ID's only

**Dealers/Vendors/Introducers Confirmation of Applicants Identification:**

I confirm that I have personally sighted the original identification recorded above and verified it for EACH applicant in accordance with Finance Now's advised procedures. I further confirm that where the applicant(s) have applied for insurance that the relevant booklet(s) have been delivered to each applicant.

Salesperson Name: \_\_\_\_\_

Salesperson Signature: \_\_\_\_\_

5. Retailer Details
  - a. Ensure the full retailer name and FNL Code is recorded
    - i. This is to ensure allocated to the correct store
  - b. Contact salesperson—for contact purposes and positive rewards points
6. Loan & description of Goods
  - a. Ensure the full loan amount, term and booking fee applicable are entered
  - b. We require the description of goods and any serial numbers or
    - i. Attach copy of the customer signed invoice to clearly describe the goods
7. Product information
  - a. Ensure the Product code and Interest Rate applicable for the customer are entered in the bottom section
  - b. Where Payment Protection Insurance is requested by the customer tick below

|  |                                    |  |
|--|------------------------------------|--|
| Retailer Name _____  | Price \$ _____                     | Goods Financed Description _____                             |
| Retailer Code _____  | Deposit \$ _____                   |  |
| Salesperson POS Reward No. _____                                   | Loan Amount \$ _____               | Vehicle Accessories fitted (if applicable must be completed) |
| FNL Product Code _____   | Term _____ Int Free/Def Term _____ | Make _____ Model _____                                       |
| Int Rate _____ % pa  | Booking Fee \$ _____               | Rego No. _____   |
| Insurance Yes <input type="checkbox"/> No <input type="checkbox"/> |                                    |  |

A brand of **NOW**



# Application for Finance Form – Existing Customers

**Application for Finance – Existing/Previous Customers**

retailer@financenow.co.nz

---

BORROWER 1

**1. NAME**

Surname  DOB / /

First Names   Male  Female

**2. ADDRESS**

No. & Street

Suburb  City

Rent/Mortgage (circle) \$  wk/mth

**3. HOUSEHOLD EXPENSES** (food, utilities, transport, insurances, education and other monthly commitments)  Total Household Expenses \$  per Mth

**4. IF SELF EMPLOYED – ACCOUNTANT NAME**

**5. INCOME**

Full time  Part time/Beneficiary  Casual  Seasonal

Take home pay after tax \$

Weekly  Fortnightly  Monthly  Annually

**6. TWONEXT OF KIN** (Not living with you. Must be at different address in New Zealand)

First Name  Surname

Mobile ( )  Ph ( )

BORROWER 2

**1. NAME**

Surname  DOB / /

First Names   Male  Female

**2. ADDRESS**

No. & Street

Suburb  City

Rent/Mortgage (circle) \$  wk/mth

**3. HOUSEHOLD EXPENSES** (food, utilities, transport, insurances, education and other monthly commitments)  Total Household Expenses \$  per Mth

**4. IF SELF EMPLOYED – ACCOUNTANT NAME**

**5. INCOME**

Full time  Part time/Beneficiary  Casual  Seasonal

Take home pay after tax \$

Weekly  Fortnightly  Monthly  Annually

**6. TWONEXT OF KIN** (Not living with you. Must be at different address in New Zealand)

First Name  Surname

Mobile ( )  Ph ( )

---

**7. PRIVACY CONSENT & ACKNOWLEDGEMENT**

To Finance Now Limited ("FNL"), 81 Yarrow Street, Invercargill.

### Privacy Statement

This is the Privacy Statement of Finance Now Limited (we, our or us). This Statement is a summary of our full Privacy Policy, which can be found here: [www.financenow.co.nz/helpful-info/understand-your-rights/privacy-policies](http://www.financenow.co.nz/helpful-info/understand-your-rights/privacy-policies)

**Why we collect personal information**

You authorise us to collect personal information about you to enable us to communicate with you and provide or offer services to you, including assessing your application (and verifying your identity or other details), managing your account(s) and maintaining our credit records.

**What personal information we collect and from where**

The kind of information we collect from you includes your personal contact/identity details, your credit history, credit requirements and personal finances. We may also collect your personal information from, and share your personal information with, other organisations who assist us to interact/communicate with you. These include credit reporting and identification/verification agencies, other related entities (like SBS Bank and SBS Money), relevant retailers and other third parties. We may also use common internet technologies to collect data from our websites and emails.

**Your rights**

You do not have to provide your personal information to us but if you don't, we will not be able to assess your application. You are entitled at any time to request a copy of your personal information and correct that information if you think there are any errors. You can contact us on 0800 40 50 70 during business hours.

### Acknowledgement

You acknowledge that:

You have read and understood the information contained in this application form and declare that it is true and complete. You understand that FNL will rely on this information to determine whether or not to provide finance.

Your personal information may be used to let you know more about our products and services, as described in our Privacy Policy. If you do not want to receive such correspondence, please indicate in the box provided.

I do not.

Where you have applied (in this application) for credit-related insurance, which is provided by a third party insurer. Where the insurance policy is terminated or you receive a payout under it, FNL is entitled to request that the insurer pay any rebate of the premium or any proceeds of a payout directly to FNL and you authorise FNL to apply such rebate or proceeds towards the outstanding balance on your loan.

---

**8. ACCOUNT DETAILS**

Bank  Branch  Account number  Suffix

Direct Debit  Internet/Tele Banking

Pref. Pay Day  Frequency:  Weekly  Fortnightly  Monthly

---

**9. IDENTIFICATION AND PRIVACY ACKNOWLEDGEMENT SECTION** Please note any ID used must be an original and sighted by the Retailer

**Signature Declaration; I have read, fully understood and agree with the Privacy Acknowledgment and further declarations on the reverse of this form.**

Signature  Date / /

I do not want to receive the Finance Now Card

NZ Drivers Licence  NZ/ALIS Passport  Firearms Licence

DL Version (Sb)  ID Number

C/Seas Passport country  ID Expiry

C/Seas PP Visa Type  Work  Resident Visa Expiry

---

**10. RETAILER SECTION** Remember to sight original ID's only

Retailers/Introducers Confirmation of Applicants Identification:

I confirm that I have personally sighted the original identification recorded above and verified for EACH applicant. Salesperson Name:

I further confirm that where the applicant(s) have applied for insurance that the relevant booklet(s) have been delivered to each applicant. Salesperson Signature:

|   |  |  |
|---|--|--|
| Retailer Name <input style="width: 90%;" type="text"/>  | Price \$ <input style="width: 90%;" type="text"/>  | Goods Financed Description <input style="width: 90%;" type="text"/>                          |
| Retailer Code <input style="width: 90%;" type="text"/>  | Deposit \$ <input style="width: 90%;" type="text"/>  | Vehicle Accessories fitted (if applicable must be completed)                                 |
| Salesperson POS Reward No. <input style="width: 90%;" type="text"/>   | Loan Amount \$ <input style="width: 90%;" type="text"/>  | Make <input style="width: 40%;" type="text"/> Model <input style="width: 40%;" type="text"/> |
| FNL Product Code <input style="width: 90%;" type="text"/>   | Term <input style="width: 40%;" type="text"/> Int Free/Def Term <input style="width: 40%;" type="text"/> | Rego No. <input style="width: 90%;" type="text"/>  |
| Int Rate <input style="width: 40%;" type="text"/> % pa Insurance <input type="checkbox"/> Yes <input type="checkbox"/> No | Booking Fee \$ <input style="width: 90%;" type="text"/>  |  |

FNL Form 2020 October 2020

## The Manual Application Process

On completion of the credit risk assessment of manual applications, Finance Now will email the store confirming the application outcome and attach an application outcome PDF document with a summary of the contract details for review with the customer.

The following information is reported in the Application Response Faxback:

- Top section
  - Applicants Customers name
  - Application outcome
  - Contract Purchase Limit
    - This is the amount the customer has been approved up to and can be used to increase the value of the purchase without the need or additional credit assessment
    - The Contract Purchase Limit is available for the current purchase only
  - Conditions of purchase
    - For a conditional approval, these items will need to be met prior to a final approval
- Middle section
  - Proposed contract terms **including** Payment Protection Insurance (PPI)
    - Please ensure the customer is provided a copy of the insurance policy booklet and the terms have been fully explained and they have agreed to include this product in their loan.
- Bottom section
  - Proposed contract terms **excluding** Payment Protection Insurance (PPI)

When assessed & approved please complete as follows:

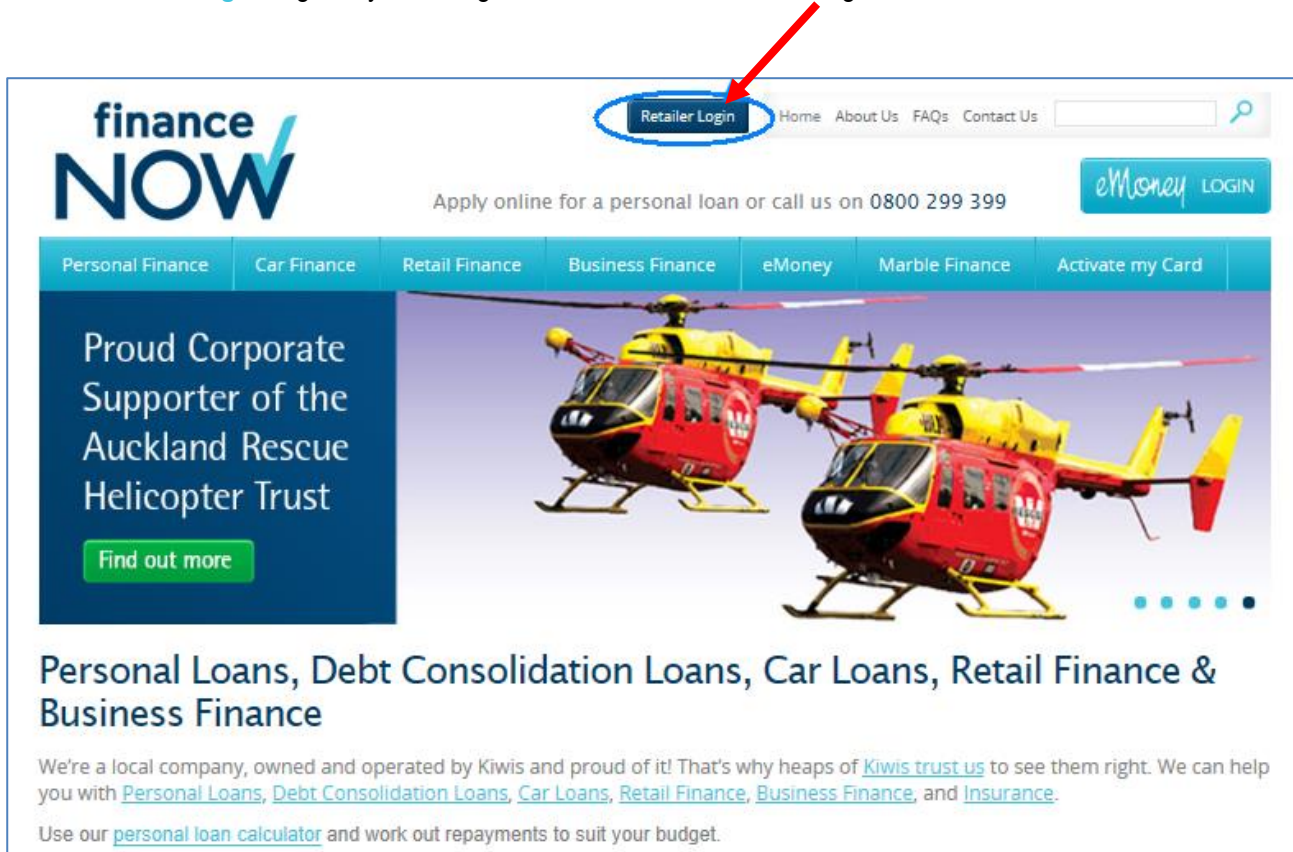
- Review the faxback summary with the customer to ensure correct
- When ready to complete the contract go to the Pending List & select application
  - See Pending Application

# Getting Started

## Online applications

Applications are processed using our web-based system 'Qik'. This has been designed with you, the Retailer, in mind and has been developed for user friendliness. To access Qik, simply logon to [www.finance-now.co.nz](http://www.finance-now.co.nz).

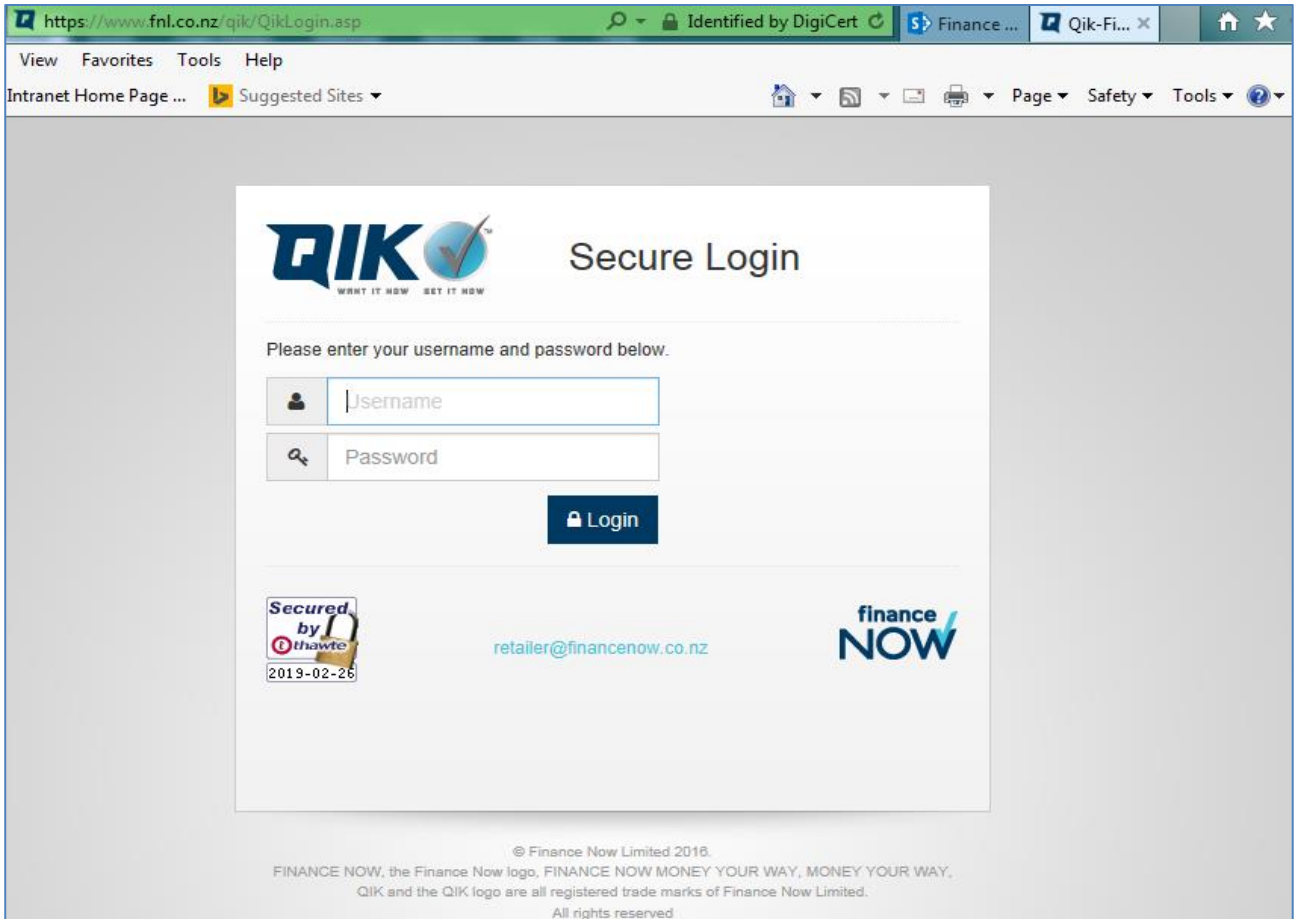
Select [Retailer Login](#) to guide you through to Finance Now's Secure Login



The screenshot shows the Finance Now website homepage. At the top left is the 'finance NOW' logo. To the right of the logo is a navigation bar with links for 'Retailer Login', 'Home', 'About Us', 'FAQs', and 'Contact Us'. A red arrow points to the 'Retailer Login' button, which is highlighted with a blue circle. Below the navigation bar is a search bar and an 'eMoney LOGIN' button. A central banner features a navigation menu with categories: 'Personal Finance', 'Car Finance', 'Retail Finance', 'Business Finance', 'eMoney', 'Marble Finance', and 'Activate my Card'. Below the menu is a promotional banner for the 'Auckland Rescue Helicopter Trust' with a 'Find out more' button and an image of two red and yellow rescue helicopters. Below the banner is a section titled 'Personal Loans, Debt Consolidation Loans, Car Loans, Retail Finance & Business Finance' with a paragraph of text and a link to a 'personal loan calculator'.

# Logging On

Type in your **Username** and **Password** in the marked boxes – these will be supplied by your Finance Now Area Manager.



https://www.fn1.co.nz/qik/QikLogin.asp

Identified by DigiCert

Finance ... Qik-Fi... x

View Favorites Tools Help

Intranet Home Page ... Suggested Sites

Page Safety Tools

**QIK** WANT IT NOW GET IT NOW

Secure Login

Please enter your username and password below.

Username

Password

Login

Secured by thawte 2019-02-26

retailer@financenow.co.nz

finance NOW

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FINANCE NOW, the Finance Now logo, FINANCE NOW MONEY YOUR WAY, MONEY YOUR WAY,  
QIK and the QIK logo are all registered trade marks of Finance Now Limited.  
All rights reserved

## REMEMBER:

The Secure Login is **'case sensitive'**. It is important that you copy your username and password as they appear.

## Note:

- Your user name and password are unique per user and should be kept in a safe place and not shared
- They should not be on display (especially to the public)
- Access should only be given to sales staff who are offering finance
- You can change the password once you have logged on
- We recommend changing the password when a staff member leaves
  - Otherwise they may be able to access your store information in future

# Qikchat



Qikchat is a service that enables dealers to contact Finance Now via the Qik portal, without the need to phone.

The service may be used for requesting information to help you complete the application process, understand any error message or any other general question relating to an application. It is managed by our Retailer Support channel who will respond to enquiries as they come through.

To access Qikchat follow the instructions below:

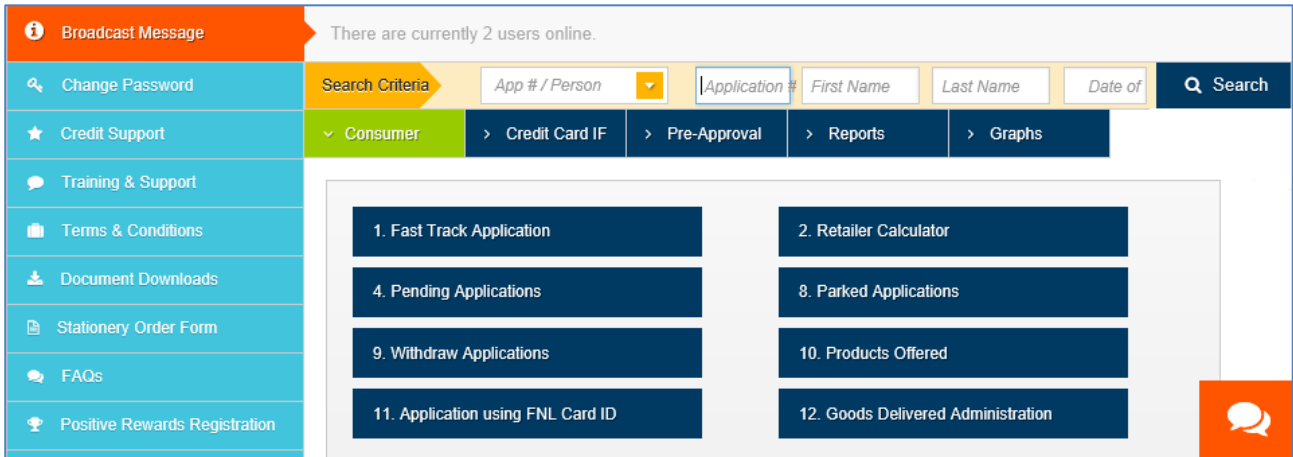
1. Click on the QikChat icon from the Qik homepage
  - a. This service is also accessible from the application outcome screen and wherever the orange Qikchat Icon appears.
2. The following box will appear when you click on the icon

A screenshot of the QikChat interface. At the top, it says "Welcome to QikChat" in blue. Below that, it asks "What would you like help with today?". There are three input fields: "Product:" with a dropdown menu showing "Consumer Goods", "Application Number (Optional):" with a text box, and "Chat message:" with a larger text box and a scroll bar. A blue "Continue" button is below the chat message box. At the bottom, there is the "finance NOW Money Your Way" logo and a large orange speech bubble graphic.

3. Product type will remain as "Consumer Goods" by default
4. For discussions about a specific application, please enter the application number in the application number field
5. Type your question in the chat message box
6. Click on continue
7. An agent will receive your enquiry and respond.

# Qik Home Page

All users accessing Finance Now's Qik system will land on the home page. This screen allows the user to navigate to the area required:

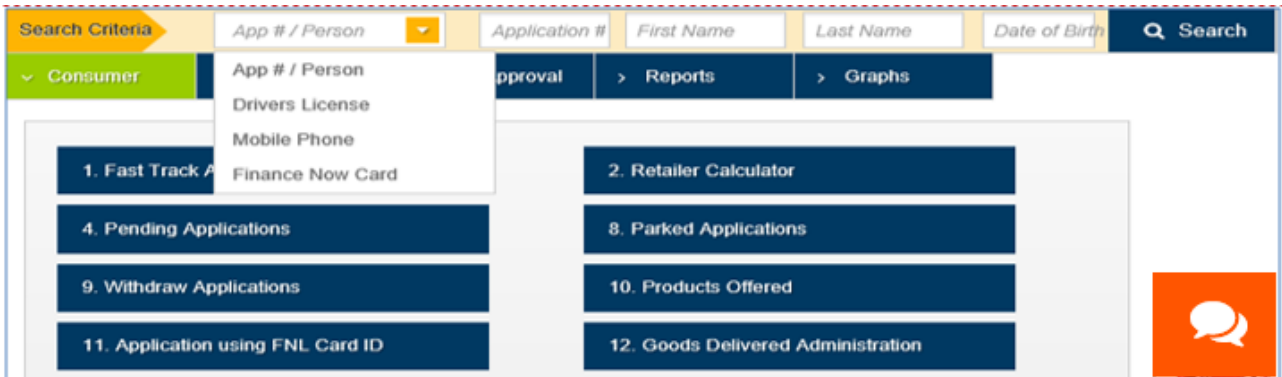


1. The contents of this screen are as follows:
  - a. Left side menu options relate to the web site & general functions such as:
    - i. FAQ's, contact Finance Now by email and where the branch password is updated
    - ii. Click on the button for the item required
  - b. Search Criteria
    - i. Locates the customers application or search for existing customers
      1. See next section as how to complete this search
  - c. Application menu under the search criteria across the top
    - i. Consumer (fixed term loan applications) for processing, follow up and administration for goods delivered after sign up
    - ii. Credit Card IF (Interest Free)
      1. New applications for a Purple Visa Credit Card and the processing of an Interest Free Add-On Purchase transaction
    - iii. Pre-Approval
      1. Where a customer has completed an online application, it will need to be activated from here
    - iv. Reports
      1. Ability to monitor your store applications
      2. Provides a variety of reports are available for analysis of portfolio
      3. Graphs to show statistical reporting on applications

# Search for an Existing Customer

Finance Now have been operating for over 18 years and have an extensive customer data base. You are able to locate existing customer's records and create an application by searching our data base.

This should be the first step in every application, whether the customer is aware of having a previous Finance Now account or not.



1. Search the data base
  - a. Select the search criteria – there are a number of options available:
    - i. App # / Person search
      1. Application # search
        - a. Enter the application number
      2. Person search, the three fields below on the Qik home page
        - a. First name, Last name, Date of Birth

A search form with a dropdown menu set to 'App # / Person'. The form includes input fields for 'Application #', 'First Name', 'Last Name', and 'Date of Birth', followed by a 'Search' button.

- b. Drivers Licence search
  - i. Enter the driver licence number, version number & date of birth

A search form with a dropdown menu set to 'Drivers License'. The form includes input fields for 'Drivers License #', 'Version #', and 'Date of Birth', followed by a 'Search' button.

- c. Mobile Phone number search
  - i. Enter the mobile number & date of birth

A search form with a dropdown menu set to 'Mobile Phone'. The form includes input fields for 'Mobile Phone #' and 'Date of Birth', followed by a 'Search' button.

- d. Finance Now Card –
  - i. Enter the applicants FNL Card number and date of birth

A search form with a dropdown menu set to 'Finance Now Card'. The form includes input fields for 'Finance Now Card #' and 'Date of Birth', followed by a 'Search' button.

When completed entering the search criteria,

- e. Click “Search” to locate the customer
  - i. The following screen appears for you to confirm this is your customer

← 🏠 ↻ ↓ 🔒

**Create New Application**

Brownies Mattress Direct - Monday 30 November 2020 - 10:07

Please confirm that this is the correct client.

| Primary Applicant Details      |  |
|--------------------------------|--|
| Applicant Full Name:           | Maxwell Smart  |
| Date of Birth:                 | 22/06/1956   |
| Address:                       | 114 Dominion ROAD, Mount Eden, Auckland. <i>Duration: 144 months.</i>            |
| Residential Type:              | FreeHold \$0.00 per month.   |
| Application Client Reference:  | SMART220656  |
| Contact Details:               | - Mobile: 0274051023 - Email: robyn@financenow.co.nz                             |
| Employment/Time:               | Employer: Disney Employed: Full Time as Professional <i>Duration: 144 months</i> |
| Salary/Wage Monthly Take Home: | \$7,500.00   |
| Next Of Kin 1:                 | Fullname: Sadf Phone: 098521452  |
| Next Of Kin 2:                 | Fullname: Sdf Phone: 096521254   |

Note: If you create a new application in error you will need to contact an authorised FNL - Testing Server Operator.

Single CG Loan Application

↑

- ii. Select Single CG Loan Application
  - 1. To create a Fixed Term consumer loan
- f. The Verbal Privacy Policy disclosure screen appears for the operator to complete with the applicant – on completion the application will display with their data for verification and updating.
- g. You will need to confirm the address and employment details are valid and confirm the current cost of accommodation and Income is the same or update accordingly
  - i. When confirmed, select Yes in the fields displayed in the application form as below

Current Address

\* Address still current?  No  Yes

Reset Address

Q Address Finder Start Typing Address Here...

|   |   |
|---|---|
| Unit No                                       | <input type="text"/>                          |
| Street No (eg. 6 or 2A)                       | <input type="text" value="1"/>                |
| Street Name                                   | <input type="text" value="Mercury"/>          |
| Street Type                                   | <input type="text" value="STREET"/>           |
| Suburb / Rural Delivery (eg. Manurewa or RD2) | <input type="text" value="Milson"/>           |
| Postcode                                      | <input type="text" value="4414"/>             |
| City  | <input type="text" value="Palmerston North"/> |

Current Employment

\* Employment still current?  No  Yes

|                               |   |
|-------------------------------|---|
| Occupation Category           | <input type="text" value="Executive / Director"/>   |
| Permanence                    | <input type="text" value="Full Time"/>  |
| Employer                      | <input type="text" value="Neverland"/>  |
| How long have you been there? | <input type="text" value="20"/> Years <input type="text" value="0"/> Months   |
| Take home pay (after tax)     | <input type="text" value="7000"/> <input type="radio"/> Weekly <input type="radio"/> Fortnightly <input checked="" type="radio"/> Monthly |

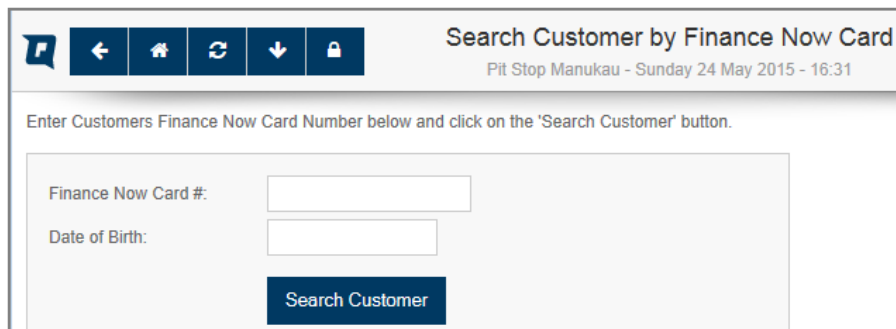
Tax Calculator

NB: Failure to ensure the contact, address and employment information are correct may adversely impact the lending decision made by Finance Now for the customer.

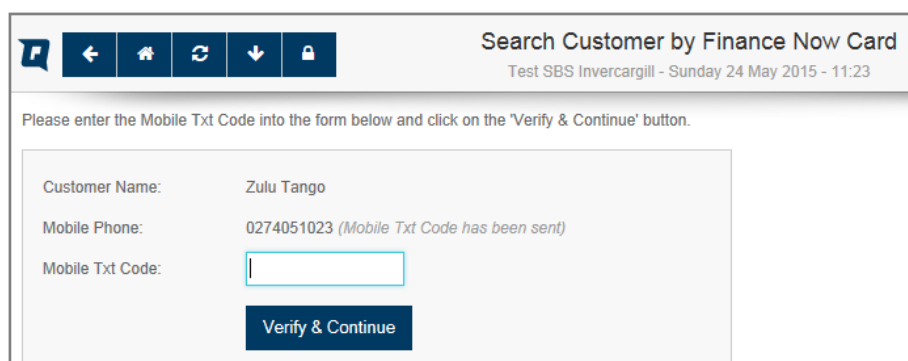
## FNL Card as ID

Using option 11. Application using FNL Card as ID

- a. Click from the Home page
- b. Enter the Card number from the borrowers FNL Card and their date of birth


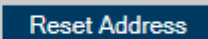



- c. If a match is found, using either of the above options, the screen below will be displayed
  - i. The applicant will be texted a code and request to confirm FNL's privacy to their mobile we have on record—text message sent to all customers as follows:
  - ii. *35851 is your Mobile Txt Code. By using this code, you are accepting Finance Now's Privacy Declaration for this loan. If you did not request this code please call us on 0800 3652273*



- d. Enter the code in the field applicable
  - i. Click on Verify & Continue
  - ii. Where the code entered is verified, you will be taken direct to the Qik FNL Card Verified Application form
  - iii. Applicants personal information populated ready to be verified by you with the applicant
- e. Applicants FNL Card verified and matched to FNL records
- f. Application Screen populates with the applicant's prior information:
  - i. Some sections will be closed, to view these sections click on the + next to the title
- g. Complete the loan details for the customer
  - i. Confirm the information reported is still current
    1. address and employment details are still correct,
    2. these MUST be updated if changed since the last applications
    3. you will need to confirm by clicking 'Yes' where requested
  - ii. The identification section will already be populated as verified by FNL Card

1. these fields are not able to be edited by you
- h. Applicants form completed & verified as correct
  - i. After you have confirmed with the applicant their personal information is correct, you will need to confirm the address and employment details are valid and confirm the current cost of accommodation and Income is the same or update accordingly
    - i. These must be updated to YES to enable you to proceed
    - ii. Click on the yellow box to complete the screen & complete the privacy screen as normal

|  |  |  |
|--|--|--|
|  <b>Current Address</b> | <b>Is address still current?</b>   |  |
|  | No  |  |

|   |   |
|---|---|
|  <b>Contact Details</b>    |   |
|  <b>Current Employment</b> | <b>Employment still current?</b> No  |

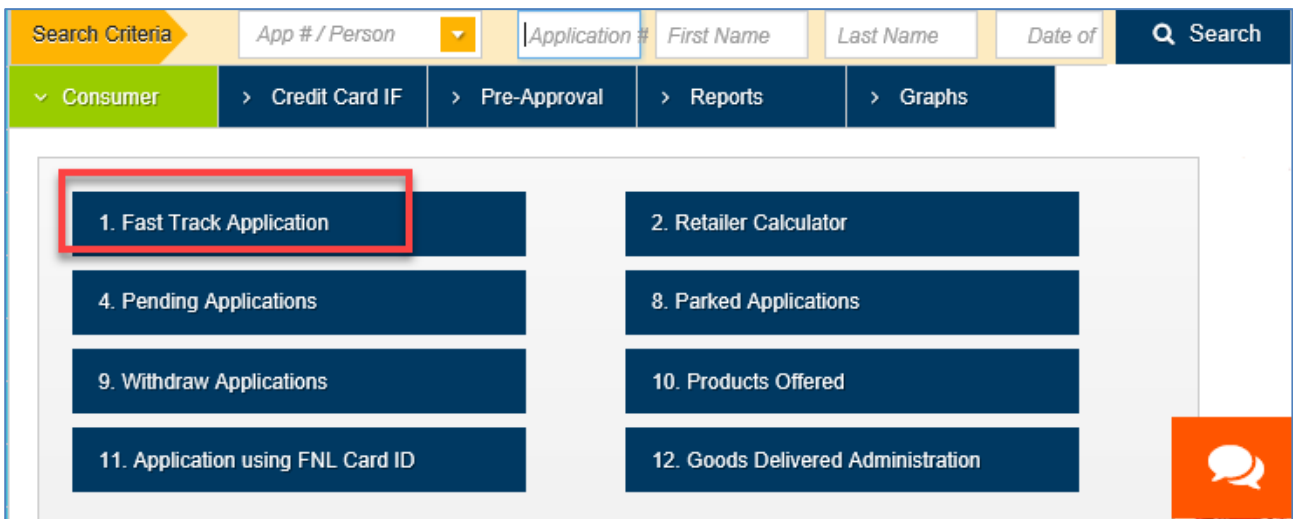
# New Customers & Create Application

If a customer is new to Finance Now then the **full** Application Process must be followed. For existing ensure the data populated in the application form is confirmed and updated as applicable.

**Note:** The information asked for by Finance Now in the Application Form enables us to make an informed credit decision. It is important that the information gathered is both complete and correct. The more information provided the better. This allows us to make a much more informed and accurate decision.

## 1. To start click '1. Application Fast-Track Form'

- a. On the Qik homepage.



## 2. Verbal Privacy policy Disclosure

The privacy laws in New Zealand updated on the 1 December 2020. The purpose of the Privacy Act 2020 is to promote and protect individual privacy and to give customers confidence that their personal information is properly safeguarded. It is important that before we collect a person information, they understand the purpose we need to collect it, how we store and use their information. Our Privacy Policy is now provided in a layered effect.

The Verbal Policy is displayed, and you will be required to read this to the customer and complete the questions prior to continuing with the application.

The questions at the bottom are to ensure the applicant is eligible to proceed with the application.

Consumer Goods Loan Application Form  
Monday 08 March 2021 - 09:12

finance NOW Money Your Way

### Verbal Privacy Policy Disclosure

You are protected by responsible lending laws. Because of these protections, any recommendations given to you about your application is not regulated financial advice. This means that duties and requirements imposed on people who give financial advice do not apply to these recommendations. This includes a duty to comply with a code of conduct and a requirement to be licensed.

As part of your application, we must let you know about our personal and privacy information policy. Are you happy for me to explain key parts of this policy which are relevant to your application?

[Wait for response - if yes, continue to read script.]

You acknowledge that in order to continue, you will need to provide Finance Now with certain personal information. Our Privacy Policy is available on our website. We can send you a link anytime if you want to review the policy before continuing.

You agree that we can collect personal information about you, from you and other sources outlined in our privacy policy which includes credit history and personal contact/identity details, so that we can interact and communicate with you.

We may also share your personal information with other organisations as outlined in our privacy policy.

You do not have to provide your personal information to us but if you do not, we will not be able to assess your application. You can access and correct your personal information at any time.

Please let us know if you have any questions.

Do you understand and agree to these terms of the personal and privacy information policy that I've just read? <Pick One>

For a Full Privacy Policy Disclosure please [click here](#)

Please confirm with the Applicant that they:

|  |  |
|--|--|
| <input type="checkbox"/> Are over 18 years of age?     | <input type="checkbox"/> Are a NZ citizen or permanent resident or on a WorkVisa living in NZ? |
| <input type="checkbox"/> Are earning a regular income? | <input type="checkbox"/> Agree to Finance Now conducting a credit check?                       |

Cancel Continue

### 3. Enter Loan Details

This section provides Finance Now with the key financial details of the transaction. Its important to enter your name – this enables easy follow-up by our team for any additional information required.

- a. Salesperson name
- b. Cash Price
  - a. Selling price of goods
- c. Deposit
  - a. If any
- d. Term
  - a. Check with your manager for maximum
- e. Deferred Term
  - a. Only available on certain finance products
- f. FNL finance Product Code
  - a. E.g. R100 (Interest Bearing)
- g. Payment Protection Insurance
  - a. You will need to discuss the benefits of this product to the customer and select as advised by the customer
  - b. Where this product is included you must ensure the applicant is eligible and is given a copy of the policy document
- h. Individual or Joint application
  - a. If joint is selected additional fields will be displayed on the right side of the form for completion
- i. Warranty – leave this field blank – no longer applicable

#### 4. Enter Customer Details

It is important to get the customer's name and date of birth correct. This information is used to assist us in obtaining the customer(s) credit history through a Credit Check. If any of the information is missing or incorrect the application may be declined due to not being able to verify the customers' record on the Credit Check.

It is also very important to ask questions regarding the Number of Dependents. We need to ensure we are receiving all the personal information applicable to the applicant. Failure to provide full details may adversely impact a person's ability to repay and our responsible lending obligations.

#### 5. Current Address (and Previous)

A customer's residential information helps us assess their stability & credit worthiness. Their monthly Rent / Mortgage payment helps us to assess 'affordability' (i.e. can they afford the finance). This expense may be entered as a weekly/fortnightly or monthly amount.

- a. Click into the Address Finder field:
  - i. Start typing the address starting with the number
  - ii. A selection of NZ Post registered addresses appear matching the data entered
  - iii. Select as applicable and the following address fields will populate
  - iv. Where this is verified as a valid postal address a green tick appears

- b. To view the address, click on **+ Current Address**
  - i. This will open the address field & display the full address populated
- c. Where they have been at their address for less than two years, we require their previous address. These fields will automatically appear if required

- d. In some cases, the address may be a valid address but does not register as a DPID (Delivery Point Identifier), a valid postal address

- i. These will appear with a Red Cross next the address & a message appears at the bottom of the screen
- ii. These are generally rural addresses and the applicant has mail delivered to a postal box. Ensure you discuss the correct postal address to be used for these customers and enter in the following address fields

The screenshot shows a form titled 'Current Address' with a 'Reset Address' button. Below the title is an 'Address Finder' search bar containing '44 Egmont Street, Kaponga 4679' and a red 'X' icon. A red banner below the search bar contains the message: 'Sorry, we cannot verify this address has a Postal Delivery Point. Please check with the Primary Applicant how they receive mail via post. Please click 'Close' button to continue.' A 'Close' button is located in the bottom right corner of the banner.

## 6. Current Address status and cost

Ensure you select the correct frequency to match the rent/mortgage amount entered. Where boarding or other, ensure you provide details in the additional information in the notes section.

The screenshot shows the 'Current Address Details' section. It includes a dropdown menu for 'Residential Status' with the placeholder '<Pick One>'. Below it is a 'Rent / Mortgage \$' field followed by radio button options for 'Weekly', 'Fortnightly', and 'Monthly' (which is selected). At the bottom, there are two input fields for 'How long have you been there?' labeled 'Years' and 'Months', with a '0' entered in the 'Years' field.

## 7. Contact details

It is very important for the customer's contact number to be recorded at this time to enable effective management of the customer's account. A **landline** phone number is preferred for the home number.

- a. When entering the phone numbers,
  - i. The area code must be entered first followed by the phone number with no spaces. I.e: 098151234,
  - ii. Work numbers can include 0800... or land line numbers
  - iii. **Mobile phone numbers are compulsory** - Enter in the format 0214526547
    - i. This ensures the customer is able to complete the SMS verifications required later in this process and to enable them to have the security benefits of Verified by Visa when using their card once activated.
    - ii. Will enable access to the Credit Card Customer Account Management portal

The screenshot shows the 'Contact Details' section with four input fields: 'Home Phone', 'Work Phone', 'Mobile', and 'Email Address'.

NB: The **Email address and Mobile will be compulsory contacts if you wish to use the Electronic Disclosure for documentation** - the requirements for electronic disclosure are covered later in the process. The customer will be asked prior to submitting for evaluation if they will accept electronic disclosure to the email and mobile recorded in this section

## 8. Employment Section

A customers' employment information helps us to assess their credit worthiness. Their income helps us assess 'affordability' (i.e. can they afford the finance). Please enter the actual amount received – & select the frequency as applicable – weekly/fortnightly/monthly.

Where the applicant is a beneficiary or retired, the employer and permanence fields become inactive this information is not applicable for these customers.

**Note:** Income must be after tax (net, not gross)

The screenshot shows two sections of a form. The 'Current Employment' section includes fields for Occupation Category, Permanence, Employer Name, and How long have you been there? (Years and Months). It also has radio buttons for Take home pay \$ (After Tax) frequency: Monthly, Weekly, Fortnightly, and Monthly. A 'Tax Calculator' button is visible. The 'Previous Employment' section includes fields for Previous Employer Name and How long at previous job? (Years and Months).

For assistance to convert gross income to net income **click on the Tax Calculator button**. This also breaks the amount into weekly/fortnightly/monthly.

To calculate **monthly income**:

If paid weekly: **multiply by 52 and then divide by 12**

If paid fortnightly: **multiply by 26 and then divide by 12**

**Use the tax calculator to convert gross income to net income**

The screenshot shows a 'Tax Calculator' window. It has a dropdown menu for 'PAYE' and an input field for 'Annual Gross Income' with the value '0.00'. On the right, there are four rows of output: 'Annual Net Income 0.00', 'Monthly Net Income 0.00', 'Fortnightly Net Income 0.00', and 'Weekly Net Income 0.00'. A 'Calculate' button is located to the right of these rows.

## 9. Monthly Essential Household Expenses

Under the Responsible Lending Code, we are required to ensure the loan a customer is entering is affordable and will not cause them undue hardship. In order to meet these obligations, we need to understand the applicant's essential spending and include this in their capacity calculation.

▾ Applicant's Share of Monthly Essential Household Expenses

Please enter the Applicant's Share of Monthly Essential Household Expenses below. If you need help calculating Monthly Essential Household Expenses, click on the 'Calculate Expenses' button.

Total Expenses \$  (Monthly)

To help the customer calculate their monthly spending click on the Calculate Expenses button and complete all fields as applicable.

**NB: ensure you enter the MONTHLY cost for reach item. Click Save & Close for the monthly total to update in the application field.**

**Applicant's Share Of Monthly Essential Household Expenses** ✕

Please enter the Applicant's Share of Expenses per category and we will calculate your total for you.

|            |                         |           |                         |
|------------|-------------------------|-----------|-------------------------|
| Rates      | \$ <input type="text"/> | Childcare | \$ <input type="text"/> |
| Utilities  | \$ <input type="text"/> | Education | \$ <input type="text"/> |
| Insurances | \$ <input type="text"/> | Transport | \$ <input type="text"/> |
| Groceries  | \$ <input type="text"/> |           |                         |

**Total Monthly Expenses** \$

### 10. Vehicle Details

Where the customer is purchasing vehicle accessories, they must be the registered owner of the vehicle the accessories are being fitted to.

▾ Motor Vehicle Details

Private Vehicles

Registration No (Vehicle 1)

Year (Vehicle 1)

## 11. Identification section

All identification must be sighted in its original form. Photocopies, faxed copies, emailed or photos of ID are not acceptable and will make the contract void resulting in cancellation.

**Remember, all applicants must be New Zealand citizens / residents with a permanent residency or work visa and living in New Zealand.**

- a. Identification is critical:
  - i. It ensures higher approval rates
  - ii. Minimises identity fraud and privacy issues
  - iii. It is a requirement under Anti-Money Laundering legislation
- b. Utmost care must be taken when a customers' identity is verified. This is the responsibility of the Sales Person / Retailer under our Introducer Agreement

Customer ID

|                       |                      |              |                      |
|-----------------------|----------------------|--------------|----------------------|
| ID Type               | <input type="text"/> | ID Type      | <input type="text"/> |
| Number                | <input type="text"/> | Number       | <input type="text"/> |
| Expiry Date           | <input type="text"/> | Expiry Date  | <input type="text"/> |
| NZ Resident           | <input type="text"/> | NZ Resident  | <input type="text"/> |
| ID Verified by (Name) | <input type="text"/> |              |                      |
| Confirmed ID          | <input type="text"/> | Confirmed ID | <input type="text"/> |

**NB: By selecting Yes in the fields indicated means you have verified the person in the application is matching the person in the ID entered & that you have sighted the **original** ID entered**

### c. Acceptable forms of identification


- i. All forms of Identification must be current and the original sighted
- ii. Types of ID accepted for Applications are:
  - i. Driver's License
    1. Full New Zealand
    2. Restricted New Zealand
    3. Learners New Zealand
  - ii. Passport
    1. New Zealand, Australia
    2. Overseas passport
      - a. Must have a permanent resident visa and be living permanently in New Zealand or
      - b. On a Working Visa
    3. We will require a copy of the Overseas Passport with the applicant's photo and the Residency Visa page for verification
  - iii. FireArms licence
    1. If customer is purchasing a firearm this is the only ID acceptable
  - iv. 18+ Card
    1. Additional identification may be required with this form of ID
  - v. Military ID

## 12. Application Summary Validation screen

This screen displays a summary of the applicants' data just entered. Review this with the customer to ensure all data is correct. Failure to correct now may result in delays to the application approval process.


If any information needs to be amended, the dealer is able to return to the previous pages by clicking on the 'Previous' button at the top of this page—no changes will be able to be completed once the application has been sent for evaluation by the retailer.

You will need to complete the ID verification confirmation at the bottom of this screen. This screen provides the expanded Privacy Statement to give the applicant further understanding on our Privacy Policy. A full copy of the Privacy Policy is available on the Finance Now web site, which can be linked from this page. Please provide a copy to the applicant if requested or refer them to the web page.



Application Form #4001008

Monday 30 November 2020 - 10:44



[Edit Application](#)

*Please confirm the application details are correct before continuing:-*

|                 |  |                                   |                            |
|-----------------|--|-----------------------------------|----------------------------|
| Loan Details:   | Originator: 100101 Brownies Mattress Direct                                      | Loan for: Consumer Goods Purchase | Applicant Type: Individual |
|                 | Loan Amount: Cash Price \$2,685.32 - Deposit \$0.00 = Amount Financed \$2,685.32 |                                   |                            |
|                 | Term: 24 months  | Rate: 16.95% per annum.           | Booking Fee:\$ 45          |
| Applicant:      | Full Name: Process Document Manual   | Date of Birth: 22/06/1954         |                            |
| Address:        | Home Type: Renting   |                                   |                            |
|                 | Address: 114 Dominion ROAD, Mount Eden, Auckland                                 |                                   |                            |
| Contact:        | Home Phone:  | Work Phone:                       | Mobile: 0274051023         |
|                 | Email: test@financenow.co.nz   |                                   |                            |
| Employment:     | Employer: Disney,  | Duration: 144 months              | Previous Duration:         |
|                 | Employed: Full Time AS Professional  | Monthly Income:\$ 5,500.00        |                            |
| Expenses:       | Monthly Household: \$1,518.00  |                                   |                            |
| Identification: | ID Number: Full Drivers Licence - as123488                                       | Expire Date: 1/01/2025            | Verified By: James Dean    |

To FNL - Testing Server ("FNL"), PO Box 41335, St Lukes, Auckland 1348

**Privacy Statement**

This is the Privacy Statement of Finance Now Limited (we, our or us). This Statement is a summary of our full Privacy Policy, which can be found here - [www.financenow.co.nz/helpful-info/understand-your-rights/privacy-policies](http://www.financenow.co.nz/helpful-info/understand-your-rights/privacy-policies)

**Why we collect personal information**  
You authorise us to collect personal information about you to enable us to communicate with you and provide or offer services to you, including assessing your application (and verifying your identity or other details), managing your account(s) and maintaining our credit records.

**What personal information we collect and from where**  
The kind of information we collect from you includes your personal contact/identity details, your credit history, credit requirements and personal finances. We may also collect your personal information from, and share your personal information with, other organisations who assist us to interact/communicate with you. These include credit reporting and identification/verification agencies, other related entities (like SBS Bank and SBS Money), relevant retailers and other third parties. We may also use common internet technologies to collect data from our websites and emails.

**Your rights**  
You do not have to provide your personal information to us but if you don't, we will not be able to assess your application. You are entitled at any time to request a copy of your personal information and correct that information if you think there are any errors. You can contact us on 0800 40 50 70 during business hours.

**Acknowledgement**  
You acknowledge that:

- You have read and understood the information contained in this application form and declare that it is true and complete. You understand that FNL will rely on this information to determine whether or not to provide finance.
- Your personal information may be used to let you know more about our products and services, as described in our Privacy Policy.
- Where you have applied (in this application) for credit-related insurance, which is provided by a third party insurer. Where the insurance policy is terminated or you receive a payout under it, FNL is entitled to request that the Insurer pay any rebate of the premium or any proceeds of a payout directly to FNL and you authorise FNL to apply such rebate or proceeds towards the outstanding balance on your loan.

Applicant 1 Signature: \_\_\_\_\_

Applicant 2 Signature (if applicable): \_\_\_\_\_

Process Document Manual

Date: \_\_\_\_\_

<dealer name> Salesperson to complete this Section:


I James Dean confirm that I have personally sighted and verified the original identification and confirm they match the applicant/s.  No

I, James Dean, confirm that I have received verbal confirmation from the applicant to complete the Loan Agreement electronically.  <Pick One>

**By submitting this application you are acknowledging you have the applicant's consent to complete the credit checks required. Failure to do so is a breach of the privacy legislation.**

Submit Application

Page | 27



### 13. Submit Application


By clicking to submit the application, the salesperson is confirming the information entered in the application is a true and correct as provided by the customer, Once submitted the application will be subjected to Finance Now's evaluation checks and assessments.

The applicant has the option to have their loan documents electronically authorised and disclosed.

### 14. Electronic Disclosure and Authorisation eligibility

Finance Now offer its applicants the opportunity to authorise their loans electronically. Electronic disclosure acceptance by the customer enables the customer to receive the Secured Loan Agreement and Disclosure Statement and the related Terms & Conditions booklets electronically. This is in replacement of manually signing. All customers completing the authorisation electronically will be emailed a copy of their documents prior to them accepting the terms and authorising their loans. Details on the loan acceptance is covered later in this document.

Applicants will be eligible for electronic authorisation provided they meet the following– Prior to submitting the application, to accept electronic disclosure, select 'Yes' in the field displayed below, then click Submit Application.



The screenshot shows a web form with a light green header bar. The header bar contains the text: "I, Jame Dean, confirm that I have received verbal confirmation from the applicant to complete the Loan Agreement electronically." To the right of this text is a dropdown menu with the text "<Pick One>" and a downward arrow. Below the header bar is a white area with a thin border. On the left side of this area, there is a disclaimer: "By submitting this application you are acknowledging you have the applicant's consent to complete the credit checks required. Failure to do so is a breach of the privacy legislation." On the right side of this area is a dark blue button with the text "Submit Application" in white.

The customer will be sent an SMS verification code by text as follows:

- *You have agreed to Electronic Disclosure of your FNL App#2066802. Please give this code to your salesperson if you wish to proceed and agree to our Privacy Statement.  
<http://www.financenow.co.nz/pin> Txt Code: 9750*

Enter the SMS verification code provide by the customer in the field below to activate the submit application button and send the information for evaluation

- a. The opt out option will disappear when the text code is entered

By accepting Electronic Disclosure, they are agreeing to received documents to the email and mobile phone entered in this application

### Electronic Authorisation Disclosure

25 Noel Leeming - St Lukes - Friday 08 March 2019 - 13:24

Please enter Customer TXT Code here:

By entering the customer's code, the customer is consenting to authorising the Loan Agreement electronically and to disclosure of all the Terms and Conditions of this Loan Agreement being provided to them electronically.

**Opt out of Electronic Authorisation**

Please tick here where the Customer has decided to manually sign to authorise their loan.

**NB:** This option is not available for joint applications or where the applicant does not have a mobile and email address.

## Application Outcomes

### 15. Application Outcome Screen

The system has now evaluated the application and advises a decision on-screen. The screen will also show the Application Number and a summary of the application

- a. The Outcomes returned include:
  - a. Declined
  - b. Conditional Approval
    - i. All applications with a Conditional Approval outcome will require review by a Finance Now Credit Assessment Lender
  - c. Approved – proceed to Commit & Continue

### 16. Declined

### Application Outcome (#4001001)

Monday 30 November 2020 - 09:33

|                               |                                       |
|-------------------------------|---------------------------------------|
| Application Number            | 4001001                               |
| Dated                         | Monday, 30 November 2020              |
| Primary Applicant Name        | Manual James Process                  |
| Address                       | 24 Haycock AV Mount Roskill, Auckland |
| Mobile Phone                  | 0274051023                            |
| Application For               | Consumer Goods Purchase               |
| Originator                    | <dealer name>                         |
| Loan Value                    | \$3,500.00                            |
| Personal Protection Insurance | None Selected                         |

**Application Outcome Declined**

Interest Bearing

Application Evaluated Successfully.

▼ Select next action for this application

This Application cannot be edited further through this web facility. Contact FNL - Testing Server for further advice, please quote your application reference number 4001001 and your Originator code

Request Decline Review

Request Income Verification

View Credit Report

If an application is declined, you will be supplied one of the reasons below:

**a. Adverse Credit:**

- i. The applicant has previous bad credit experiences resulting in defaults being lodged
- ii. Should these credit reports be queried by the customer or mitigating circumstances exist, the application may be reviewed with written evidence from the relevant credit agency

**b. Capacity:**

- i. It is the opinion of the Lender that the customer does not have capacity to repay the facility applied for

**c. Credit Risk:**

- i. Based on the information provided, Lender does not believe that the applicant represents a strong enough credit risk to proceed with the application

**Request Decline Review**

Where the sales person believes the application warrants a further review there is the option to request a decline review by selecting this option from the Application Outcome screen. The salesperson needs to add any additional information they have to support a review or change of information entered in the application.

Retail Support will review the application and provide feedback as applicable.

**Non-Confirming Option**

The 'Non-conforming' product has been designed specifically for customers who don't meet our initial credit assessment but have sufficient surplus to service the loan. These customers should also have no outstanding adverse credit or have had any defaults loaded against their name by a financial institute.

Non-Conforming has higher interest rates and booking fee for both customer and retailer. It is compulsory to have:

- 10% deposit
- Signed direct debit as their payment method
- Maximum lend of \$2500

In addition to the above

- Interest free and deferred products are not available for Non-Conforming
- Applications that qualify for Non-Conforming will initially have a 'Conditional' status and will go through the same process as a Conditional Approval.
- Qik will display the conditions under which the application will be reviewed

NB: PPI will be included in all non-conforming applications (not compulsory).

## 17. Conditionally Approved

This decision means that we require additional information to enable us to make an informed decision on the application. This may include confirmation of address, employment, income etc.

**Application Outcome (#4001412)**  
Monday 08 March 2021 - 17:01

**Application Number:** 4001412  
**Dated:** Friday, 5 March 2021  
**Primary Applicant Name:** Road Runner  
**Address:** 100 Dominion RD Mount Eden, Auckland  
**Mobile Phone:** 0214447777  
**Application For:** Consumer Goods Purchase  
**Originator:** <inserts dealer name>  
**Loan Value:** \$2,000.00  
**Personal Protection Insurance:** None Selected

**Application Outcome Conditional Approval**  
Verify Employment and Address, Verify Address Details, Verify ID supplied  
Conditions apply. The information in your application is being verified. Please note, during normal business hours 90% of Conditional Applications are being actioned within 10 minutes. If the outcome has not been updated in 30 minutes then please contact us on 0508 868 868. We require Proof of Address and Income, Please provide utilities bill with signed contract, Please send us a copy of the ID used  
**Interest Bearing**

**Contract Purchase Limit\*: \$7500**  
Loan amount of \$2,021.60 equates to 11 payments of \$191.94 monthly.  
And a final payment of \$191.91 making a Total Payable of \$2,303.25.  
Applicant does not qualify for Insurance. It will not be included in the contract financials.

\*Contract Purchase Limit is available for this purchase only. Once this purchase is complete further purchases will require credit assessment.

✓ Application Evaluated Successfully.

▼ Select next action for this application

➤ Add Second Borrower   ➤ Request Income Verification

📄 Conditional Rules Triggered   📄 View Credit Report

We're committed to providing you and your customer with a positive outcome, as quickly and efficiently as possible. To further assist with this, select the option Conditional Rules triggered, this is available on the Application Outcome screen. This page will show a summary of the reasons for the Conditional Approval. This will allow you to easily see and provide only the info (if required) needed to assist the evaluation further.

**Conditional Rules Triggered- 4001412**  
<inserts dealer name> - Monday 08 March 2021 - 17:09

| Date                  | Dealer Reason/Action  |
|-----------------------|---|
| 5/03/2021 10:34:01 AM | Please send us a Copy of the ID used as we could not verify for AML   |
| 5/03/2021 10:34:01 AM | Please provide Proof of Address for AML Verification  |
| 5/03/2021 10:34:00 AM | Insufficient Credit experience we are reviewing the application Please send us a copy of the ID used. We may also reconsider with an immediate relative to act as guarantor or second borrower. |

Close Window

- a. Our standard review time is 30 minutes
- b. As it may be difficult to confirm employment details on the weekend or just to speed up the application evaluation process we have a tool available to request the customers income from their bank
- c. Where the loan has been reviewed and conditions set, an email is sent and the items required displayed on the application outcome screen for your reference
  - i. These will be updated to referred status with conditional document required as follows

NB: Remember if you have any questions on an application, you are now able to click on the orange question box and ask a Finance Now team member directly using the QikChat option.

- **Bankstatements.com Income Verification**

Finance Now have teamed up with Australian company Bankstatements.com to provide you with an income verification option to complement our existing product. This retrieval service can facilitate faster loan application reviews. This service is simple and provides a secure method for verifying a customer's income direct from the customer's bank to Finance Now for review and assessment on your application.

- a. Here's how it works:
  - a. Click on the 'Request Income Verification'
  - i. The screen appears with information at the top to be explained to the customer

**Income Verification Request #4001007**  
Monday 30 November 2020 - 11:28

▼ **Application Details**

This income verification request provides the customer the functionality to provide Income only verification to Finance Now. Finance Now only obtains income summary details of the customer from their selected account(s) in which they receive their regular income. Finance Now does not receive any detailed spend transactional information.

| Item                   | Details   | Other Actions   |
|------------------------|---|---|
| Application Nr         | 4001007   | Select one of the following options.<br><br><div style="text-align: center;"> <div style="background-color: #0056b3; color: white; padding: 5px; margin-bottom: 5px; display: inline-block;">Preview &amp; Send Email</div><br/> <div style="background-color: #0056b3; color: white; padding: 5px; display: inline-block;">Preview &amp; Send Txt Msg</div> </div> |
| Applicant              | Mr Smart, Maxwell   |   |
| Outcome                | APP   |   |
| Dealer Name            | <dealer name>   |   |
| Operator E-Mail        | <dealer@dealer.co.nz>                                     |   |
| Applicant E-Mail       | <input type="text" value="robyn@financenow.co.nz"/>       |   |
| Applicant Mobile Phone | <input type="text" value="0274051023"/>                   |   |
| Custom Message         | <div style="border: 1px solid #ccc; height: 30px;"></div> |   |

Close Window

- b. Click 'Preview & Send Email' tab,
  - i. Before sending to review the message being sent, confirm the email address is correct before sending

▼ **Preview Email Message**

To: robyn@financenow.co.nz  
 From: Finance Now - Qik for the Web <retailer@financenow.co.nz>  
 Subject: 4001007 - Bank Statement Request for Finance

Hi Maxwell Smart,

Thank you for your recent application number **4001007**.

As agreed to finalise the approval of your application, we need to verify your income declared from your bank account.

We have partnered with BankStatements.co.nz to provide fast, secure automated retrieval of your income. It typically takes less than 60 seconds. Rather than you having to print and scan your payslip or statement to us.

The service is a "read only", one time retrieval of your income only on your selected account and does not provide us with any detailed spend transactional information – it only happens with this authorisation for your application **4001007**.

Here's the link to the income verification retrieval: <https://test.bankstatements.com.au/iframe/start/FNIA-4001007>

You will only ever be asked to complete this as part of our loan application process.

If you have any concerns then please contact us immediately on **0508 868 868**.

Best regards,

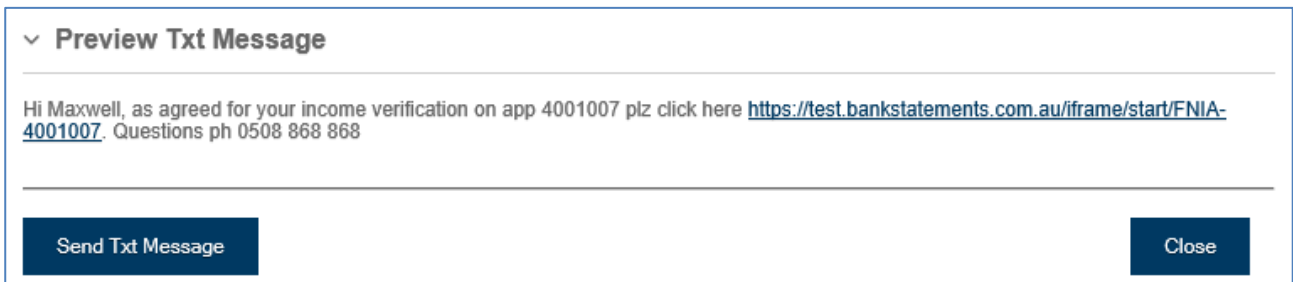
**finance NOW** Money Your Way

Finance Now Ltd  
 Phone: 0508 868 868  
[www.financenow.co.nz](http://www.financenow.co.nz)

Send Email

Close

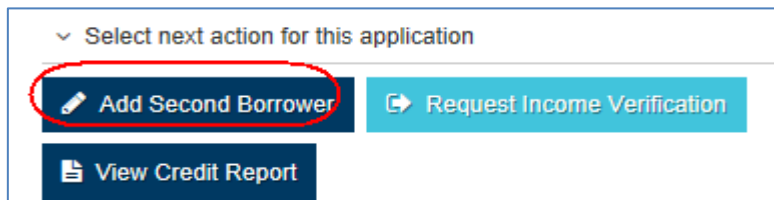
- c. Click on 'Send Email'
  - i. To send the email with the link to the customer
  - ii. Confirmation your email has been sent to the customer appears
  - iii. The customer will receive the email with a link to Bankstatements.com system
  - iv. The customer then clicks on the link sent to access the bankstatements.com site on their phone
- d. Click to Review & Send Text message'
  - i. The message below is sent to the customer to complete the same process



The customer enters their bank login details to the secure site displayed – only the income details are returned and emailed direct to Retailer Support with the application number. This will be included in the assessment and a response will be provided in due course.

**- Add Second Borrower**

This feature enables the salesperson to add a co-buyer where the loan is conditioned to a second borrower for affordability reasons.



To add an additional borrower, select the Add Second Borrower button.


A separate Privacy Policy disclosure screen will display to be completed with them. Please ensure this is completed directly with the second borrower. Once the Privacy section has been completed with the second borrower the Continue button will activate to allow you to continue.

The application form is opened with the primary applicant's information locked but new fields activated to enable loading the new persons information. This person must be present when their information is being added, they are to be treated as if they are the primary borrower in regard to the information disclosed and required for the application. You will need to sight their original ID and complete the privacy disclosure and acceptance prior to re-submitting the application for review.

## 18. Approved

Where the application is assessed and approved in Qik and the Application Outcome screen will update to Approved. You will now be able to proceed to generate the loan document for execution by selecting the Green Commit & Continue button.

Application Outcome (#4001008)  
Monday 30 November 2020 - 11:36

|   |                               |                                      |
|---|-------------------------------|--------------------------------------|
|  | Application Number            | 4001008                              |
|   | Dated                         | Monday, 30 November 2020             |
|   | Primary Applicant Name        | Process Document Manual              |
|   | Address                       | 114 Dominion RD Mount Eden, Auckland |
|   | Mobile Phone                  | 0274051023                           |
|   | Application For               | Consumer Goods Purchase              |
|   | Originator                    | <dealer name>                        |
|   | Loan Value                    | \$2,685.32                           |
|   | Personal Protection Insurance | None Selected                        |

### Application Outcome **Approved**

Interest Bearing

**Contract Purchase Limit\*: \$7500**  
Loan amount of \$2,728.52 equates to 23 payments of \$136.38 monthly.  
And a final payment of \$136.35 making a Total Payable of \$3,273.09.  
Applicant does not qualify for Insurance. It will not be included in the contract financials.

\*Contract Purchase Limit is available for this purchase only. Once this purchase is complete further purchases will require credit re-assessment.

**i** Process Manual has opted for Electronic Authorisation of their Loan Agreement.

**✓** Application Evaluated Successfully.

▼ Select next action for this application

[✎ Add Second Borrower](#) [✎ Edit Financial Details](#)

[↔ Request Income Verification](#)

**✓ Commit & Continue** [🖨 Print Application Form](#)

▼ After this point the application cannot be edited

[📄 View Credit Report](#)

a. Once viewed the Commit & Continue button is activated

### - Edit Financial Details

Where a contract has been assessed and the outcome evaluated and updated, you may edit some of the financial details prior to generating the contract. To do this, select the function **Edit Financials** as shown below.

The 'Edit Financials' feature is primarily used to:

- Change purchase details where an error has been made
- Increase the value of the sale (upselling) this amount must match the invoice for goods purchased
- Alter the term the customer wants to repay the goods over
- Update the Product code, if applicable. The product codes eligible for the retailer are available from

this drop box

**Loan Application Edit**

Please note: Using this on-line EDIT Loan Application Facility you can only change some of the financial details of the Application.

[Home Page](#)  
[Loan Calculator](#)

---

**Loan Details**

|                     |   |
|---------------------|---|
| Application Ref:    | <input type="text" value="4001008"/>  |
| Cash Price of Goods | <input type="text" value="2,685.32"/>   |
| Deposit             | <input type="text" value="0.00"/>   |
| Loan Amount         | <input type="text" value="2685.32"/>  |
| Term                | <input type="text" value="24"/>   |
| Deferred Term       | <input type="text" value="0"/>  |
| Booking Fee         | <input type="text" value="45.00"/>  |
| Rate                | 16.95 % <input type="checkbox"/>  |
| Product             | <input type="text" value="R100 Interest Bearing"/> <input type="button" value="v"/><br><small>Interest rate must be greater than 10%. Does not allow deferred term.</small> |
| Insurance Cover     | <input type="text" value="None"/> <input type="button" value="v"/>  |

---

[Home Page](#)  
For Support contact: FNL - Testing Server on 0508 868 868

NB: There is a tolerance where the amount financed is edited, if this is exceeded the application status will return to conditionally approved and required the Retailer Support to review and ensure still meets with our Credit Policy requirements.

## 19. Pending Applications Report

The Pending Application screen is accessed from the Qik home page. Click on the link to view all applications submitted and their status. Once an application has been accepted and authorised by the customer and the Credit Card Account set, it will no longer be available in this report.

Where the application has been reviewed by Finance Now, the status of the application will change to Outcome Evaluated. Click on the application number link in the column 'App.Ref'

| Report - Pending Applications                   |                     |                        |                  |                              |                         |
|---|---------------------|------------------------|------------------|------------------------------|-------------------------|
| <dealer name> - Monday 30 November 2020 - 11:08 |                     |                        |                  |                              |                         |
| Date  | Customer            | Address                | Staff            | Status                       | App. Ref.               |
| 30/Nov/20 10:44                                 | Process Manual      | 114 Dominion Auckland  | James Dean       | Outcome Evaluated - Approved | <a href="#">4001008</a> |
| 30/Nov/20 10:09                                 | Maxwell Smart       | 114 Dominion Auckland  |                  | Referred                     | <a href="#">4001007</a> |
| 30/Nov/20 09:09                                 | Manual Process      | 24 Haycock Auckland    | James Dean       | Outcome Evaluated - Approved | <a href="#">4001001</a> |
| 22/Oct/20 15:59                                 | Sean Colin          | 114 Dominion Auckland  | Testrdssdd Dfsd  | Waiting for Verification     | <a href="#">4000855</a> |
| 21/Sep/20 14:15                                 | Othman Ahmed Othman | 97 White Swan Auckland | Dffwfwq Wwqewqeq | Waiting for Verification     | <a href="#">4000739</a> |

- a. Waiting for verification
  - i. FNL will be completing the credit risk assessment
- b. Not Loaded
  - i. Where the application was terminated part way through
  - ii. You will need to contact FNL for an update
- c. Outcome Evaluated – Conditional
  - i. FNL have complete the Risk assessment and have set conditions required prior to final approval
  - ii. These will appear on the Application Outcome screen in the blue print under the decision
- d. Outcome Evaluated – Approved
  - i. FNL have completed the approval & you are ready to complete the transaction

# Approved Applications next steps

## 20. Commit & Continue

When you're ready to print the contract follow the 'Commit and Continue' link through to the Post Approval Details. Post Approval screen requires Next of Kin details to be entered.

### Application Outcome **Approved**

Interest Bearing

**Contract Purchase Limit\*: \$7500**  
Loan amount of \$2,728.52 equates to 23 payments of \$136.38 monthly.  
And a final payment of \$136.35 making a Total Payable of \$3,273.09.  
Applicant does not qualify for Insurance. It will not be included in the contract financials.

\*Contract Purchase Limit is available for this purchase only. Once this purchase is complete further purchases will require credit re-assessment.

**i** Process Manual has opted for Electronic Authorisation of their Loan Agreement.

**✓** Application Evaluated Successfully.

▼ Select next action for this application

[Add Second Borrower](#) [Edit Financial Details](#)

[Request Income Verification](#)

**Commit & Continue** [Print Application Form](#)

▼ After this point the application cannot be edited

[View Credit Report](#)

## 21. Next of Kin or Alternative Contact

This information is required for Finance Now to assist us in contacting the customer if required in the future. We will not contact the next of kin unless we are having difficulty contacting the customer by their details supplied.

Post-Approval Application Details - #4001008 (Individual)  
Monday 30 November 2020 - 11:40

▼ Next Of Kin (Relatives) living in New Zealand (Not living with you and must be at different addresses)

|                |                      |                    |                      |
|----------------|----------------------|--------------------|----------------------|
| Relative Name  | <input type="text"/> | 2nd Relative Name  | <input type="text"/> |
| Relative Phone | <input type="text"/> | 2nd Relative Phone | <input type="text"/> |

y Telephone White-Pages

This contract will not be purchased until the above details have been completed. Click the 'Continue' to save the information and continue with this application.

[Continue](#)

Please note that the Next of Kin (NOK) names provided **must be relatives that DO NOT:**

- a. Live with the customer or
- b. Live together.

Please ensure you enter the NOK full name, first and last name. this will enable our teams to ensure they are speaking with the correct person. This person must be well known to the applicant.

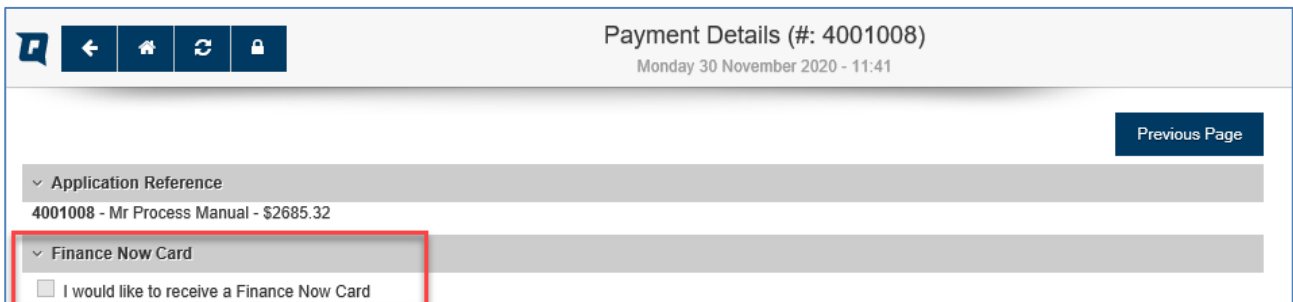
The phone numbers provided **may be landlines** or mobile numbers. There is a link to Telecom White Pages to assist the customer in locating the correct address and phone number.

## 22. Finance Now Debit Card

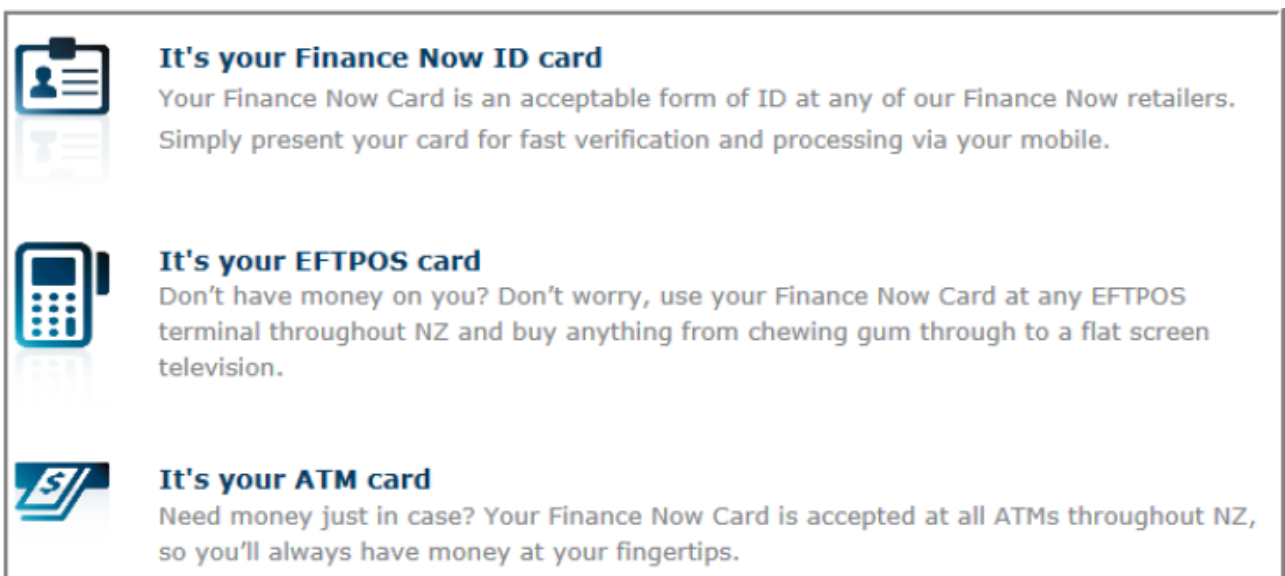
Finance Noe offer the primary customer the option to receive a FNL Card. This card may be used as an ID Document for future applications with Finance Now or, if they choose, they are able to activate it to use as a Debit Card.

The credit limit available for the customer is based on the information received during the application. Full details of the FNL Card, the rates and fees applicable will be sent to the customer where this field is ticked. They have the option to take up or ignore the FNL Card offer.

Full details of the FNL Card is available on the web <https://www.financenow.co.nz/fnlcard>.



The screenshot shows a mobile application interface for 'Payment Details (#: 4001008)' dated Monday 30 November 2020 - 11:41. It features a navigation bar with a Finance Now logo and icons for back, home, refresh, and lock. A 'Previous Page' button is in the top right. The main content area has two expandable sections: 'Application Reference' (4001008 - Mr Process Manual - \$2685.32) and 'Finance Now Card'. The 'Finance Now Card' section is highlighted with a red box and contains an unchecked checkbox labeled 'I would like to receive a Finance Now Card'.



The banner is divided into three sections, each with an icon and text:

- It's your Finance Now ID card**: Accompanied by an ID card icon. Text: 'Your Finance Now Card is an acceptable form of ID at any of our Finance Now retailers. Simply present your card for fast verification and processing via your mobile.'
- It's your EFTPOS card**: Accompanied by an EFTPOS terminal icon. Text: 'Don't have money on you? Don't worry, use your Finance Now Card at any EFTPOS terminal throughout NZ and buy anything from chewing gum through to a flat screen television.'
- It's your ATM card**: Accompanied by an ATM card icon. Text: 'Need money just in case? Your Finance Now Card is accepted at all ATMs throughout NZ, so you'll always have money at your fingertips.'

### 23. Payment Details and Goods description

Finance Now provides a number of payment methods for your customers to use. Our preferred method is **Direct Debit**. It is the most cost effective and easy method of payment, and lets the customer easily alter their payments and/or payment date by calling our customer relations team on our toll-free number 0800 40 50 70.

**NOTE:** Where payments on a contract are being made by a third party (family member or otherwise), then identification will need to be supplied for that person also along with the relationship and reason why payments are being made by a party other than the customer. Copies of ID should be sent to FNL with the rest of the documentation.

Payment Details (#: 4001008)  
Monday 30 November 2020 - 11:41

Previous Page

Application Reference  
4001008 - Mr Process Manual - \$2685.32

Finance Now Card  
 I would like to receive a Finance Now Card

Payment Options

|                     |              |   |            |
|---------------------|--------------|---|------------|
| Payment Method      | Direct Debit | Payment schedule assuming contract is signed today. |            |
| Payment Frequency   | Monthly      | Payment Amount                                      | \$136.38   |
| Payment Day         | No Day       | Number of Payments                                  | 24         |
| Bank Name           |              | First Payment Due                                   | 30/12/2020 |
| Bank Account Name   |              |   |            |
| Bank Account Number |              |   |            |

Edit Direct Debit Details

#### - Direct Debit selected for Electronic Authorisation

Where the customer has elected to accept disclosure by electronic means, their direct debit authority is able to be confirmed electronically.

To complete payment for direct debit completed as follows:

- a. Select Direct debit as the payment method
- b. Tab to next field
  - i. A new direct debit window appears, complete all fields with the information provided by the customer
  - ii. Ensure you read the questions to the customer and receive their acceptance before proceeding

**DIRECT DEBIT DETAILS** finance NOW Money Your Way

Customer to complete the form below with the Direct Debit details to use for this application.  
*Fields denoted with \* are required.*

Bank Name: \*

Bank Account Name: \*

Bank Account Number: \*

I am happy to set up a Direct Debit Authority without signing a form.  
 I confirm, I have sole signing authority on the above bank account.  
**Note:** *If Joint Signatures are required, please select option below to manually sign the Direct Debit Authority form.*  
 I have read and accept the [Direct Debit Conditions of Authority](#).  
 I wish to manually sign the Direct Debit Authority form.

**i** We will send you a confirmation of this instruction in the next few days and include a copy of the Direct Debit Conditions of Authority.

Close Confirm Bank Details

- iii. There is the option to print and sign the form if the customer chooses, a copy will be included in with the Loan Agreement documents when displayed
- c. You will need to accept the terms disclosed and confirm bank detail with the customer prior to proceeding
- d. A copy of the Direct Debit confirmation will be emailed directly to the customer with the conditions when accepted

▼ PLEASE READ & ACCEPT BELOW

**finance NOW** Money Your Way

Use scroll bar to read full message

**CONDITIONS OF THIS INSTRUCTION TO ACCEPT DIRECT DEBITS**

1. For customer initiated one-time payments the Initiator:

- a. Will not initiate a Direct Debit on the Customer's account unless authorisation is received from the Customer in accordance with the terms and conditions agreed between the Customer and the Initiator of each amount to be debited from the Customer's account.
- b. Has agreed to send notice of the net amount of each Direct Debit and the due date of debiting after receiving authorisation from the Customer under clause 1(a) but no later than the date the Direct Debit is initiated. This notice must be provided in writing (including by electronic means and SMS where the Customer has provided prior written consent (including by electronic means including SMS) to communicate electronically).  
The notice is to include the following message:- "The amount \$..... was direct debited to your Bank account on (initiating date)."

**OR For scheduled payments the Initiator:**

- a. Undertakes to give notice of the commencement date, frequency and net amount at least 10 calendar days before the first Direct Debit is drawn (but not more than 2 calendar months). This notice will be provided in writing (including by electronic means and SMS where I/we have provided prior written consent (including by electronic means including SMS) to communicate electronically).  
Where the Direct Debit system is used for the collection of payments which are regular as to frequency, but variable as to amount the Initiator undertakes to provide the Customer with a schedule detailing each payment amount and each payment

Close Accept

I have read and accept the [Direct Debit Conditions of Authority](#).

**i** We will send you a confirmation of this instruction in the next few days and include a copy of the Direct Debit Conditions of Authority.

Close Confirm Bank Details

**- Goods Description**

All consumer loans are for the purpose of goods and this needs to be clearly documented in the loan agreement. There are two ways to complete this section, 1) select goods as per invoice or 2) by entering each item in the goods schedule.

▼ Goods Description

Goods As Per Invoice

Complete Goods Schedule

**i** Trevor Zulu has opted for Electronic Authorisation of their Loan Agreement.

Continue

- a. Goods as per invoice

- i. If you choose “goods as per invoice” the invoice, then becomes part of the legal documents and a copy of the invoice will need to be sent with the loan agreement to Finance Now for onboarding
- ii. The invoice needs to accurately describe the goods being purchased
- iii. The Invoice amount must equal the loan amount financed
- iv. Ensure the customer has signed and accepted the invoice

Goods Description

Goods As Per Invoice    Invoice #     Invoice Amount \$     Client confirmed Goods on Invoice?  No

b. Complete goods schedule

- i. Enter the goods in the fields provided, a copy of the invoice is not required where the goods are described in full
- ii. Enter the total invoice amount – this must match to the Loan amount and the sum of the goods entered below

Goods Description

Goods As Per Invoice    Invoice #     Invoice Amount \$

*Please Note: Enter the highest value items first*

| Status | Make                 | Model                | Colour/Serial#       | Value                |
|--------|----------------------|----------------------|----------------------|----------------------|
| New    | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

[Save](#)

i Trevor Zulu has opted for Electronic Authorisation of their Loan Agreement.

[Continue](#)

- iii. Where there are multiple goods sold, enter each item separately and click save to create a new line, you will be able to enter up to a maximum of 20 individual items in the goods schedule
  - i. Enter goods as listed on the invoice, it is recommended to enter goods of high value first
  - ii. There are checks in place to ensure the cost of goods matches to the Loan amount
    - 1. Where multiple small items, you are able to combine them and total as one item
    - 2. You are able to enter goods to the value of 75% of the total Loan amount, but in these instances, we do require a copy of the full invoice to be provided where the difference between total goods entered and loan amount is greater than \$250
- iv. When all goods are entered, click continue to generate the loan agreement

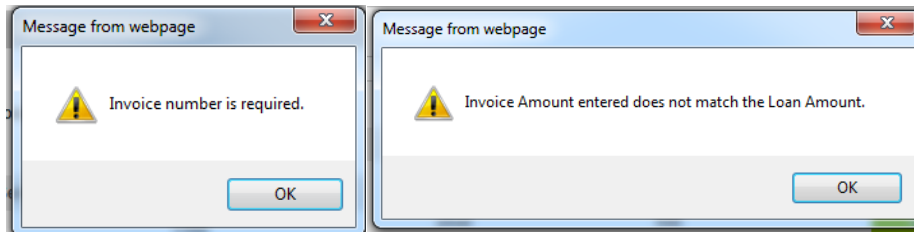
Complete Goods Schedule    Invoice #     Invoice Amount \$

*Please Note: Enter the highest value items first*

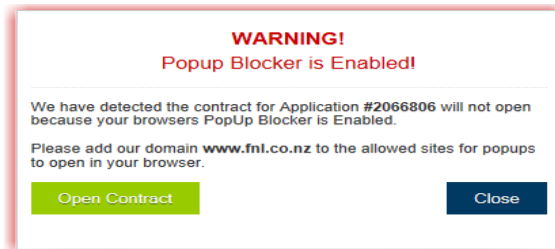
| Status | Make  | Model  | Colour/Serial# | Value |                      |                        |
|--------|-------|--------|----------------|-------|----------------------|------------------------|
| NEW    | sanyo | TV     | black          | 1200  | <a href="#">Edit</a> | <a href="#">Remove</a> |
| NEW    | sony  | stereo | silver         | 500   | <a href="#">Edit</a> | <a href="#">Remove</a> |

New      [Save](#)

- v. Checks are completed at this point to ensure the loan amount matches the total goods entered and the invoice amount (which ever method is completed)
- vi. An Invoice number may be required to be completed for each option, subject to the store's requirements.
  - i. Best practice is to enter the invoice number to enable ease of tracking



NB: In the interests of cyber security additional measures have been installed in our systems. Where this message appears, click the green 'Open Contract' button to view the loan agreement document bundle.



# Secured Loan Agreement and Disclosure Statement

The Finance Now **Secured/Unsecured Loan Agreement & Disclosure Statement** is a legally binding document, and therefore must be accurate in its representation of what the customer has agreed to. The contract is governed by the **Credit Contracts & Consumer Finance Act 2003 (CCCFA)**

**Note:** Any changes to the document must be agreed to in writing by FNL prior to change being made. Corrective tape or 'white out' cannot be used on the document. **Any changes or additions must be initialled by all parties—eg description of goods**

**The top of the contract is split into the following sections: and must be discussed with each borrower BEFORE they agree to sign the loan agreement.**

1. Borrower (s) Details—Name and address of your customer
2. Disbursement of Advances —Name of the Retailer selling the goods
3. Credit Details—The amount borrowed, including any insurance and fees
4. Interest Details—The interest rate and amount of interest charged
5. Payment Details—The frequency of payment selected by the customer and the payment amount
6. Credit Fees & Charges—The fees applicable to this contract
7. Acknowledgements and Signing

| financ<br>NOW   |                              | SECURED/UNSECURED LOAN AGREEMENT & DISCLOSURE STATEMENT  |   | 004001413V4   |  |
|---|------------------------------|--|---|---|--|
| Application #: 4001413 - Dated: Monday, 8 March 2021 - Retailer: 3056637 (R100)   |                              |  |   |   |  |
| <b>REGISTRATION ON FINANCIAL SERVICE PROVIDERS REGISTER</b>   |                              |  |   |   |  |
| Creditor Registration Name: Finance Now Limited   |                              |  | Registration Number: FSP42822   |   |  |
| <p><b>IMPORTANT</b> – This Agreement is a consumer credit contract under the Credit Contracts and Consumer Finance Act 2003 (the "Act") and Finance Now Ltd ("FNL") is required to provide you with this disclosure statement (this "Disclosure Statement") under section 17 of the Act. This Disclosure Statement sets out the key information about your consumer credit contract. This Loan Agreement &amp; Disclosure Statement together with the Terms and Conditions (this "Agreement") form your credit contract with FNL. You should read it thoroughly.</p> <p><b>If you do not understand anything in this Agreement, you should seek independent advice.</b> You should keep this Agreement in a safe place. The Disclosure Statement should be provided to you before this Agreement is entered into. The law gives you a limited right to cancel this Agreement (see page 2 for further details). <b>Note that strict time limits apply.</b></p> <p>You are protected by responsible lending laws. Because of these protections, any recommendations given to you about your application is not regulated financial advice. This means that duties and requirements imposed on people who give financial advice do not apply to these recommendations. This includes a duty to comply with a code of conduct and a requirement to be licenced.</p> |                              |  |   |   |  |
| <b>BORROWER</b>   |                              |  |   |   |  |
| Name: Thiek Shake   |                              |  |   |   |  |
| Address: 100 Dominion RD Mount Eden Auckland  |                              |  |   |   |  |
| Email: lenora@financenow.co.nz  |                              |  |   |   |  |
| <b>DISBURSEMENT OF ADVANCES</b>   |                              |  |   |   |  |
| To  | Address/Details              | Reference  | Amount  |   |  |
| Rockshop - Takapuna   |                              |  | \$ 1,500.00   |   |  |
| <b>Total Advances.</b> This is the total amount of all advances made.   |                              |  | \$ 1,500.00   |   |  |
| <b>CREDIT DETAILS</b>   |                              |  |   |   |  |
| <b>Advance Requested</b>  | \$ 1,500.00                  | <b>Annual Interest Rate</b>  | <b>19.95% p.a. fixed for the whole term of the Agreement being 12 months.</b> |   |  |
| + Payment Protection Insurance-(None)-(SSAC)  | \$ 0.00                      |  |   | <b>Total Interest Charges</b>   |  |
| + Establishment Fee   | \$ 50.00                     |  |   | This is the total amount of the interest charges payable under this Agreement |  |
| - Cash Deposit or Trade   | \$ 0.00                      |  |   | <b>\$166.99.</b>  |  |
| <b>Initial unpaid balance ("Amount Financed").</b> This is the amount you owe as at the date of this statement (including any fees charged by FNL).   | \$ 1,559.00                  | <b>Method of charging interest</b> - Interest charges are calculated by multiplying the unpaid balance at the end of the day by a daily interest rate. The daily interest rate is calculated by dividing the annual interest rate by 365. Interest is charged to your account monthly. |   |   |  |
| <b>PAYMENTS</b> - You are required to make each payment of the amount specified and by the time specified (we note that the first and last payment dates may vary prior to commencement and changes will be notified to you).   |                              |  |   |   |  |
| <b>Timing of Payments</b>   | <b>Number of Payments</b>    | <b>Amount of Each Payment</b>  | <b>Total Amount of Payments</b>   | <b>Method of Payment</b>  |  |
| Frequency Monthly   | 12                           | \$145.63   |   | Internet Banking  |  |
| First Payment 8/04/2021   | <b>Term of Loan</b>          | <b>Final Payment</b>   | \$1,747.59  | <b>Elected to Pay</b>   |  |
| Last Payment 8/03/2022  | 12 Months                    | \$145.66   |   | Monthly   |  |
| Payments can be made by direct bank to FNL's bank account at Westpac, account number: 03-0931-0358991-00.   |                              |  |   |   |  |
| <b>CREDIT FEES and CHARGES</b>  |                              |  |   |   |  |
| The following credit fees and charges (which are not included in the Amount Financed) are, or may become, payable under, or in connection with, this Agreement. FNL may vary these fees and charges. Administration costs and fees payable on full prepayment are disclosed under the Full Prepayment heading.  |                              |  |   |   |  |
| \$3.50 Third party correspondence & statement requests  | \$95 loan variation          | Refund overpayment - lesser of \$10 or account balance   |   |   |  |
| Third party costs - \$10 administration charge  | Monthly Service Fee - \$1.80 |  |   |   |  |
| <b>ACKNOWLEDGEMENTS</b>   |                              |  |   |   |  |
| a. I/We have received, read and understood a copy of this Loan Agreement & Disclosure Statement, together with the Terms and Conditions and acknowledge that it constitutes disclosure as required by the Act and that a copy of these documents may also be sent to us/me electronically where my email address has been provided in my application.   |                              |  |   |   |  |
| b. I/We acknowledge that FNL may receive and pay commissions to and from various suppliers of services, brokers, insurers and other persons as a result of this Agreement including the retailer of any goods/property purchased with the advances made by FNL under this Agreement.  |                              |  |   |   |  |
| c. I/We acknowledge that the Amount Financed is to be used wholly or predominantly for personal, domestic and/or household purposes only and not for investment purposes.   |                              |  |   |   |  |
| d. Should I/We have purchased consumer credit insurance then I/we agree that the Application For Finance, together with this Agreement and the insurer's standard policy terms and conditions which have been delivered to me/us, form the policy between me/us and the insurer.  |                              |  |   |   |  |
| e. I/We consent to receiving continuing disclosure statements by electronic means.  |                              |  |   |   |  |
| <b>BORROWER</b>   |                              |  |   |   |  |
| <input checked="" type="checkbox"/>   |                              |  |   |   |  |
| Signed by Borrower - Thiek Shake  |                              |  |   |   |  |
| <p><b>PLEASE ENSURE THE BORROWER RECEIVES A SIGNED COPY, FNL TO RECEIVE A SIGNED COPY/ORIGINAL BEFORE THE LOAN IS ENTERED INTO</b></p>  |                              |  |   |   |  |

## 24. Additional Disclosures



These need to be discussed with each borrower and are located on the second page of the loan agreement.

- Security – these are displayed in full on page three
- What could happen if you fail to meet your commitments
- Disclosure of default Interest and default Fees
  - Legislation requires full disclosure is made to the customer regarding any and all fees charged or maybe applicable during the life of the loan. Pleaser ensure the customer is made aware of these fees.
- Continuing Disclosure – we will provide each customer with a full statement of transactions every six months
- Full repayment
  - This section explains the fees that may be applicable if the loan is repaid early
- Right to cancel
  - It is important the customer is aware of their obligations if they decide to cancel the loan, there are certain criteria they must meet to be eligible
  - It is important they know any funds paid from this loan must be repaid to Finance Now.
- What happens in the event of unforeseen Hardship?
  - It is important the customer makes contact with Finance Now as soon as any event occurs to enable us to assess and assist as applicable.
- External Disputes resolutions scheme
- Finance Now contact details

The description of goods included in the loan are reported on page three of the loan agreement, as shown below.

| finance NOW   |      | SECURED/UNSECURED LOAN AGREEMENT & DISCLOSURE STATEMENT |  | 004001413V2 |        |
|---|------|---|--|-------------|--------|
| Application #: 4001413 - Dated: Monday, 8 March 2021 - Retailer: 3056637 (R100) |      |   |  | Barcode     |        |
| <b>GOODS SCHEDULE - Below are all Goods listed to this contract.</b>            |      |   |  |             |        |
| Invoice #:  |      |   |  |             |        |
| Description (Make/Model)  | Year | (Model Number/Serial Number/Colour)                     |  | Cash Price  |        |
| Loud / Drum Kit   | 2021 | Purple/XX989088   |  | \$          | 500.00 |
| Sharp / Guitar  | 2021 | Electric  |  | \$          | 500.00 |
| Trendy / Piano  | 2021 | brown/white   |  | \$          | 500.00 |

 Borrowers Signature \_\_\_\_\_ Page 3 of 3  
 (Please sign pages 1, 2 & 3)

|  |   |  |
|--|---|--|
|   | <b>SECURED/UNSECURED LOAN AGREEMENT &amp; DISCLOSURE STATEMENT</b><br>Application #: 4001413 - Dated: Monday, 8 March 2021 - Retailer: 3056637 (R100) | <br>004001413V2 |
| <b>SECURITY - If any property is listed below, then this is a Secured Loan Agreement</b><br>Please refer to and acknowledge the Goods Schedule on Page 3 of this Agreement before signing.   |   |  |
| <b>WHAT COULD HAPPEN IF YOU FAIL TO MEET YOUR COMMITMENTS</b>  |   |  |
| <b>Security Interest</b> - If any property is listed under the heading "Security", then FNL has (or will have) a security interest in the listed property to secure performance of your obligations under this Agreement and the payment of all money under this Agreement and under any other agreement with FNL which you may have now or in the future (the "Outstanding Monies"). The obligations and Outstanding Monies are also secured by any other security interests over other property ("Other Property") granted by you to FNL. You agree that you will not grant a security interest in any property or land listed under the heading "Security", to any other person without our written consent. If you fail to meet your commitments under this Agreement, then to the extent of any security interests, FNL may be entitled to repossess and sell the listed property and/or Other Property. If this occurs and there are insufficient sale proceeds to meet all Outstanding Monies, you will remain liable to FNL for the shortfall. |   |  |
| <b>Default Interest Charges and Default Fees</b> - In the event of a default in payment and while the default continues you must pay the default interest charges. Default interest is payable in accordance with clause 22 in the supplied Terms and Conditions at the greater rate of F + 5% per annum and 28% per annum where "F" = the Annual Interest Rate shown above. In the event of a breach of this Agreement or on the enforcement of the Agreement, the default fees specified below are also payable. FNL may vary these fees and charges.  |   |  |
| \$10 dishonour payment   | Broken arrangement - \$15 in each instance  | Written correspondence - \$10 in each case   |
| <b>CONTINUING DISCLOSURE</b><br>FNL is required to provide you with regular statements. The statements will give you information about your account. Statements will be provided 6 monthly by way of post or email.  |   |  |
| <b>FULL PREPAYMENT</b><br>If you pay the unpaid balance in full before the final payment is due (full prepayment), you may be required to pay a fee or charge (Early Termination Fee) to compensate FNL for any loss resulting from the full prepayment. FNL may have suffered a loss if FNL's current interest rate is lower than the interest rate applying to this Agreement. The amount of the Early Termination Fee is calculated using the formula prescribed in regulation 9 of the Credit Contracts and Consumer Finance Regulations 2004. You may also have to pay FNL's administrative costs relating to the full prepayment (being a \$10 processing charge at settlement).   |   |  |
| <b>RIGHT TO CANCEL</b><br>You are entitled to cancel this Agreement by giving notice to FNL.   |   |  |
| <b>Time limits for cancellation</b><br>You must give notice that you intend to cancel this Agreement:  |   |  |
| a. within 5 working days of the statement date on the front of this document if this Disclosure Statement is given to you in person;<br>b. within 7 working days of the date the Disclosure Statement is sent if this Disclosure Statement is sent by email or otherwise provided electronically; or<br>c. within 9 working days of the date of posting if this Disclosure Statement is posted to you.<br>Saturdays, Sundays and national public holidays are not counted as working days.   |   |  |
| <b>How to cancel</b><br>To cancel, you must give to FNL written notice that you intend to cancel the Agreement by-   |   |  |
| <ul style="list-style-type: none"> <li>• giving notice to FNL or an employee or agent of FNL; or</li> <li>• posting the notice to FNL; or</li> <li>• emailing the notice to FNL's email address (specified at the top of this Disclosure Statement); or</li> <li>• sending the notice to FNL's fax number (specified at the top of this Disclosure Statement).</li> </ul> You must also, within the same time, return to FNL any advance received by you under the Agreement (including any advance made directly to a retailer at your direction).  |   |  |
| <b>What you may have to pay if you cancel?</b><br>If you cancel the Agreement, FNL can charge you the amount of any reasonable expenses FNL had to pay in connection with the Agreement and its cancellation (including legal fees and fees for credit reports, etc). If you cancel the Agreement, FNL can also charge you interest for the period from the day you received the advance until the day you repay the advance.  |   |  |
| <b>WHAT TO DO IF YOU SUFFER UNFORESEEN HARDSHIP</b><br>If you are unable reasonably to keep up your payments or other obligations because of illness, injury, loss of employment, the end of a relationship, or other reasonable cause, you may be able to apply to FNL for a hardship variation.<br>To apply for a hardship variation, you need to:   |   |  |
| a. Make an application in writing; and<br>b. Explain your reason(s) for the application; and<br>c. Request one of the following:   |   |  |
| <ul style="list-style-type: none"> <li>• an extension of the term of the Agreement (which will reduce the amount of each payment due under the Agreement); or</li> <li>• a postponement of the dates on which payments are due under the Agreement (specify the period for which you want this to apply); or</li> <li>• both of the above; and</li> </ul> d. Give the application to FNL.<br>Do this as soon as possible. If you leave it for too long, FNL may not have to consider your application.   |   |  |
| <b>DISPUTE RESOLUTION</b><br>If you are unhappy with the outcome of an experience with Finance Now, we want to know about it. The best way to get in touch with FNL is by calling on phone: 0800 40 50 70 or email: <a href="mailto:customer@financenow.co.nz">customer@financenow.co.nz</a> . If for any reason we have been unable to reach a resolution you can ask for independent help from the Banking Ombudsman. FNL is a member of the Banking Ombudsman dispute resolution scheme. This is a free and independent dispute resolution service to help you to resolve any disagreement you have with us. For more information about this service, visit <a href="http://www.bankomb.org.nz">http://www.bankomb.org.nz</a> . Contact details are Phone: 0800 805 950 Postal address: Freepost 218002, PO Box 25327, Featherston Street, Wellington 6146.   |   |  |
| <b>CONTACT DETAILS OF THE CREDITOR</b>   |   |  |
| Name:  | Finance Now Limited (the "Creditor" or "FNL")   | Phone: 0800 40 50 70   |
| Physical Address:  | 81 Yarrow Street, Invercargill 9810   | Fax: 0508 329 669  |
| Postal Address:  | PO Box 1204, Invercargill   | Email: <a href="mailto:customer@financenow.co.nz">customer@financenow.co.nz</a>                    |
| You may send notices to us or make any enquiries to us by calling us, sending us an email or writing to us (contact details provided above).   |   |  |
| ✓ Borrowers Signature _____<br>(Please sign pages 1, 2 & 3)  |   | Page 2 of 3  |

# Signing the Contract

FNL offers two methods for the customer to acknowledge and accept the terms of their contract after you have completed full disclosure of the above terms with the customer.

- Manually signing a hard copy of the agreement or
- Electronic acceptance of the terms and disclosure

## 25. Manually signing the Loan Agreement

FNL will require each page of the Agreement to be signed by each borrower in the spaces applicable. Each page will be printed with a bar code and version number in the top right corner. Each page received by FNL signed must be the same version number. Where these differ, they may be returned as a send back for resigning.

Each borrower is required to read and sign each page of the Loan Agreement. Their signature must match that verified on the **Application Validation** form and original ID provided.

- Page 1 signing appears at the middle of bottom under the acknowledgements
- Page 2 signing is to the right at the bottom of the page
- Page 3 signing is to the right at the bottom of the page

Further information to remember when completing the disclosure and signing to accept the contract with the borrowers

- There is no requirement to sign as witness to the Loan Agreement
- However, you should sign the Application Validation form to confirm you have sighted each borrower's original ID document, except where the customer has used their FNL Card as ID

|   |   |
|---|---|
| <b>Page 1 -</b>   |   |
| <b>ACKNOWLEDGEMENTS</b>   |   |
| <p>a. I/We have received, read and understood a copy of this Loan Agreement &amp; Disclosure Statement, together with the Terms and Conditions and acknowledge that it constitutes disclosure as required by the Act and that a copy of these documents may also be sent to us/me electronically where my email address has been provided in my application.</p> <p>b. I/We acknowledge that FNL may receive and pay commissions to and from various suppliers of services, brokers, insurers and other persons as a result of this Agreement including the retailer of any goods/property purchased with the advances made by FNL under this Agreement.</p> <p>c. I/We acknowledge that the Amount Financed is to be used wholly or predominantly for personal, domestic and/or household purposes only and not for investment purposes.</p> <p>d. Should I/we have purchased consumer credit insurance then I/we agree that the Application For Finance, together with this Agreement and the insurer's standard policy terms and conditions which have been delivered to me/us, form the policy between me/us and the insurer.</p> <p>e. I/We consent to receiving continuing disclosure statements by electronic means.</p> |   |
| <b>BORROWER</b>   |   |
| ✓   |   |
| Signed by Borrower - Tallynam James Banker  |   |
| <b>PLEASE ENSURE THE BORROWER RECEIVES A SIGNED COPY, FNL TO RECEIVE A SIGNED COPY/ORIGINAL BEFORE THE LOAN IS ENTERED INTO</b>   |   |
| <b>Page 2</b>   | <b>Page 3 – secured goods included</b>                      |
| ✓ Borrowers Signature _____<br>(Please sign pages 1, 2 & 3)   | ✓ Borrowers Signature _____<br>(Please sign pages 1, 2 & 3) |
| Page 2 of 3   | Page 3 of 3   |

## 26. Electronic Disclosure and Loan Authorisation Confirmation

Where the applicant opted for electronic disclosure and authorisation of the Loan Agreement, complete as above the disclosure of the loan as it appears on the screen. **It is very important** that you complete the financial loan disclosure and additional terms with the customer and that they are provided a copy of the document to review .

The applicant has been emailed a copy of the loan agreement at the same time the Loan appears on the screen for disclosure. See wording of the email below.

**To:**  
**Subject:** Your Finance Now application with (#4001008)  
**Importance:** High

Hi Process,

Please find attached a copy of your Secured Loan Agreement for goods being purchased through :

Shortly, you will receive a text message with a Text Code. Once you have reviewed the loan agreement, please provide the Text Code to to confirm that you have read, understood and accept the Loan Agreement, to complete the electronic authorisation of your Loan Agreement.

Please keep these documents for future reference. If you have any questions regarding this loan, please contact us on (0508) 868 868 and quote reference 4001008.

Kind regards,  
Retailer Support.

The applicant will also have been sent a message with a text code which is to be used to complete the electronic authorisation of the loan after disclosure has been completed. After disclosure is completed close the PDF Loan Agreement and the Electronic disclosure an Authorisation screen to appear.

Electronic Disclosure & Loan Authorisation Confirmation  
(#: 2066806)  
25 Noel Leeming - St Lukes - Friday 08 March 2019 - 17:21

**⚠ You must complete this page by accepting for Electronic Authorisation.  
If you exit without completing this page correctly, this application will require the applicant to manually sign the documents.**

**Loan Agreement Authorisation Confirmation**

Please enter Customer TXT Code here:

By entering the customer's text code in this screen, you acknowledge you have:

1. Completed the disclosure of the loan agreement with the customer and the customer accepts that disclosure as complete.
2. The customer's confirmation they are accepting and authorising this loan electronically and will be bound by the Terms & Conditions of this Secured Loan Agreement & Disclosure Statement and the Terms & Conditions; and
3. The customer acknowledges that by authorising this loan, they are instructing Finance Now to make payment to the 25 Noel Leeming - St Lukes for the goods they selected to purchase and that 25 Noel Leeming - St Lukes will provide them with their goods.

**Goods Delivery**

Goods Delivered Today: Yes

Goods Delivery Date: 08/03/2019

**i To send additional documents (eg. Invoice etc.) to Finance Now, please click on the 'Send By Email' button below. Please ensure your email system is open before selecting this option.**

**Opt out of Electronic Authorisation**

Please tick here where the Customer has decided to manually sign to authorise their Secured Loan Agreement .

To complete the authorisation:

- a. Ensure the acknowledgements recorded on this screen are discussed with the applicant
- b. Where goods are not due to be taken by the applicant at the time of acceptance –
  - i. Ensure the delivery date is noted accordingly
  - ii. The will mean the loan agreement will not be emailed to [purchasing@financenow.co.nz](mailto:purchasing@financenow.co.nz) for payment on authorisation
  - iii. These will be recorded in the Tracking Report and you will need to update with the date of delivery when completed.
    - i. These will not be paid until Finance Now get confirmation of the delivery date.
- c. Where the applicant is ready to authorise the loan, ask them to provide you with the code they received in the text
  - i. Sample of the text they received is as below
    - ii. *By providing this text code to <dealer name>, you confirm you have read, understood & accept the Loan Agreement & Disclosure Statement & authorise FNL to make payment as described in the Advances Section. Txt Code 9171*
  - ii. Enter the Text Code in the applicable field
- d. If additional documents are to be included, you can use this Email option to attach the invoice or other supporting documents as applicable
- e. The Continue button will not active until all the above fields have been completed correctly
  - i. When green, click to complete the process and trigger the following emails -
    - iii. Customer – Confirmation of authorisation with a copy of the loan and if payment by direct debit it will include the DD confirmation
    - iv. Finance Now Purchasing – Confirmation the Loan has been authorised and the payment method as applicable

**Application Complete! (#: 2066806)**  
25 Noel Leeming - St Lukes - Friday 08 March 2019 - 17:25

✓ The Application has been completed successfully.

Contract has been sent to Finance Now for Purchasing  
Contract has been sent to Customers Email Address

The following items must be completed and returned to Finance Now prior to payment being made for the contract. (Where Applicable)

1. Signed Bank Authority – Direct Debit – Where applicable.
2. Signed copy of Invoice – Where applicable. Note: Invoice Number must appear on Contract.

You must also have given the Applicant:

1. A copy of the Privacy Acknowledgement – if requested
2. A Payment Protection Policy Booklet – if included


What happens next?


1. FNL - Testing Server will load the customer's contract into our system
2. The system will generate a Welcome to FNL - Testing Server letter that will be sent to the client re-outlining the details of their contract
3. FNL - Testing Server will lodge where applicable the customer(s) Bank Authority.

Any amounts overdue FNL - Testing Server will contact the customer directly to discuss.

[Return to Homepage](#)

Sample of the email sent to the customer on completion of the Electronic Authorisation.


4001008\_ContractDigiSign\_K1\_20201130143401.pdf  
158 KB


FNLPLTac.pdf  
1 MB

**Hi Process,**

Welcome to Finance Now and thank you for Electronically Authorising your Secured Loan Agreement.

**Please find attached a copy of your Loan Agreement and the Terms and Conditions Booklet for your personal records. Please save these and keep for future reference.**

**The details are:**

|                       |  |
|-----------------------|--|
| Application #:        | <b>4001008</b>                             |
| Description of Goods: | Goods purchased from <dealer name>         |
| Date Authorised:      | <b>Monday, 30 November 2020 2:34:01 PM</b> |
| Application Financed: | <b>\$2,685.32</b>                          |

<dealer name> : will provide you with your goods. If you have any questions regarding your delivery of goods, please discuss with <dealer name> directly.

If you did not authorise or if you have any questions regarding the finance of your loan, please contact us on **0800 40 50 70** and quote reference **#4001008**

Thank you for choosing Finance Now.

Where the Goods are not taken at the time of completing the authorisation, select 'No' in the Goods delivered today field and select a future date when you expect the goods to be delivered. This date is only indicative and is able to be amended to the actual date when known.

Where the goods are not taken at this time, the customer will receive a copy of the email confirmation of their Loan authorisation and a copy of the loan agreement, but they will not be forwarded to Finance Now to payment.

NB: For goods with a future delivery date, you will need to complete the Goods Delivered Administration screen from the Consumer menu.

# Goods Delivered Administration

All future delivery contracts are managed in this report. Applications will remain here, unpaid, until the retailer actions the delivery from this report. These applications are removed from the 'Pending list', but are reported in the Reports – Contracts Not Paid Out or Recently Purchased' report for monitoring.

| App ID                  | Application Date | Application Type        | Customer Name           | Invoice#            | Delivery Date | Action  |
|-------------------------|------------------|-------------------------|-------------------------|---------------------|---------------|---|
| <a href="#">2066805</a> | 8/Mar/19         | Consumer Goods Purchase | Kuinu Josephine Daniels | <a href="#">as</a>  | 20/03/2019    | <span style="background-color: #90EE90;">Deliver</span> |
| <a href="#">2066806</a> | 8/Mar/19         | Consumer Goods Purchase | Trevor Zulu             | <a href="#">123</a> | 08/03/2019    | Delivered   |
| <a href="#">2066726</a> | 26/Feb/19        | Consumer Goods Purchase | Tommie Tippie           | <a href="#">123</a> | 26/02/2019    | Delivered   |
| <a href="#">2066633</a> | 12/Feb/19        | Consumer Goods Purchase | James Dean              | <a href="#">12</a>  | 12/02/2019    | Delivered   |

## 27. When goods are delivered

- a. Click on the green 'Deliver' button for the application applicable

**Goods Delivery**

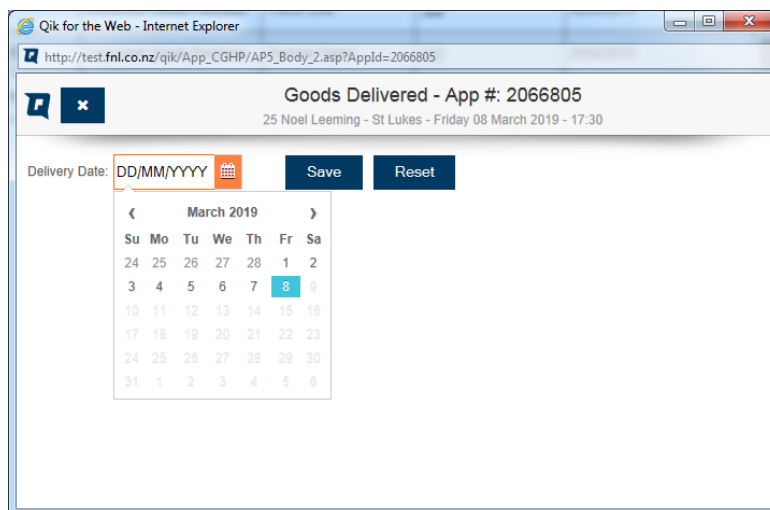
Goods Delivered Today: No

Goods Delivery Date:

For future deliveries:






- The customer will receive their confirmation email with their authorised loan document.
- The loan application will appear in the dealer report in Qik.
- Finance Now will not process payment for this loan until it receives confirmation from 25 Noel Leeming - St Lukes that the goods have been delivered. You will need to complete the delivery confirmation using the Goods Delivery Administration screen.

- b. Select the date delivered & then click save
  - i. You will not be able to select a date in the future but you can select a past date





- c. This triggers an email to be sent to Finance Now Purchasing team - purchasing@financenow.co.nz

- d. On receipt, this loan will be reviewed for compliance and purchase as applicable and funds paid to the dealer funding account.
- e. The application status will be updated to Delivered in the Goods Delivered Administration screen
  - i. Please note – if the good are not delivered by the due date, they will remain in this report until delivery actioned by the retailer to confirm actual delivery date



**Application Complete! (#: 2066805)**  
25 Noel Leeming - St Lukes - Friday 08 March 2019 - 17:27

 The Application has been completed successfully.

 **Contract has been sent to Customers Email Address**

The following items must be completed and returned to Finance Now prior to payment being made for the contract. (Where Applicable)

# Sample Loan Agreement documents



Application #:

4 0 0 1 0 0 8

## RETAIL FINANCE - PURCHASING CHECKLIST

Retailer Number: FNL100101

Borrower Name: Process Manual

Electronically Authorised? Yes / No (circle one)

Total Pages:    
(including this one)

- 1. Purchasing Checklist
- \*  2. Secured/Unsecured Loan Agreement (Borrower/Guarantor to sign both pages)
- \*  3. Application (Where ID is not Finance Now Card)
- 4. Invoice/Docket (If Invoice/Docket number is on Agreement then the Borrower MUST sign the Invoice/Docket)
- 5. Direct Debit Authority (If applicable)

\* Not required for Electronic Authorisation

Send to Finance Now: (in this order & the same way up)  
**EMAIL to: [purchasing@financenow.co.nz](mailto:purchasing@financenow.co.nz)**

or FAX to: 0800 16 26 46

Send this purchasing checklist together with the documents listed above to Finance Now.  
Keep the original documents until Finance Now confirms that the loan has been purchased.  
Finance Now will notify you of any sendback issues as soon as possible.

### Retailer check list (compulsory, all fields must be completed):

- |   |  |
|---|--|
| <input type="checkbox"/> Original Agreement signed by each Borrower in the presence of the Retail Salesperson               | <input type="checkbox"/> Invoice (if applicable) signed by each Borrower                             |
| <input type="checkbox"/> Terms & Conditions Booklet provided to each Borrower   | <input type="checkbox"/> Each Borrower original identification sighted and witnessed by staff member |
| <input type="checkbox"/> Original application form signed by each Borrower (ID is not Finance Now Card)                     | <input type="checkbox"/> Each Borrower given a copy of the Insurance Booklet (where applicable)      |
| <input type="checkbox"/> Original Direct Debit Authority signed and dated by the Borrower or Account Holder (if applicable) | <input type="checkbox"/> Copy of Agreement provided to each Borrower                                 |

Salesperson: \_\_\_\_\_

|                                       |                |                     |
|---------------------------------------|----------------|---------------------|
| Preferred Frequency of Deductions:    | <b>Monthly</b> | First Payment Date: |
| Preferred Day for Monthly Deductions: | <b>None</b>    |                     |

|                            |                               |
|----------------------------|-------------------------------|
| <b>BANK INSTRUCTIONS</b>   |                               |
| Name of YOUR Bank Account: | Name of YOUR Bank and Branch: |

|  |  |
|--|--|
| BANK ACCOUNT NO FROM WHICH PAYMENTS TO BE MADE:<br>— | AUTHORITY TO ACCEPT DIRECT DEBITS<br>(Not to operate as an assignment or an agreement)<br>Authorisation Code: <b>0306652</b> |
|--|--|

**TO THE MANAGER:**  
 I/We authorise you until further notice, to debit my/our account with all amounts which **Finance Now Limited** (hereinafter referred to as the Initiator), the registered Initiator of the above Authorisation Code, may initiate by Direct Debit. I/We acknowledge and accept that the bank accepts this authority only upon the conditions listed below.

| Payer Particulars      | Code | Reference (FNL Account Number) |
|------------------------|------|--------------------------------|
| F I N A N C E    N O W |      |                                |

|   |   |   |
|---|---|---|
| Authorised Signature: <input checked="" type="checkbox"/> _____ | Daytime Ph No: <input checked="" type="checkbox"/> 0274051023 | Date: <input checked="" type="checkbox"/> ___/___/___ |
| Authorised Signature: <input checked="" type="checkbox"/> _____ | Daytime Ph No: <input checked="" type="checkbox"/>            | Date: <input checked="" type="checkbox"/> ___/___/___ |

**CONDITIONS OF THIS INSTRUCTION TO ACCEPT DIRECT DEBITS**

1. For customer initiated one-time payments the Initiator:
  - a. Will not initiate a Direct Debit on the Customer's account unless authorisation is received from the Customer in accordance with the terms and conditions agreed between the Customer and the Initiator of each amount to be debited from the Customer's account.
  - b. Has agreed to send notice of the net amount of each Direct Debit and the due date of debiting after receiving authorisation from the Customer under clause 1(a) but no later than the date the Direct Debit is initiated. This notice must be provided in writing (including by electronic means and SMS where the Customer has provided prior written consent (including by electronic means including SMS) to communicate electronically).  
The notice is to include the following message:- "The amount \$..... was direct debited to your Bank account on (Initiating date)."
- OR For scheduled payments the Initiator:
  - a. Undertakes to give notice of the commencement date, frequency and net amount at least 10 calendar days before the first Direct Debit is drawn (but not more than 2 calendar months). This notice will be provided in writing (including by electronic means and SMS where I/we have provided prior written consent (including by electronic means including SMS) to communicate electronically).  
Where the Direct Debit system is used for the collection of payments which are regular as to frequency, but variable as to amount, the Initiator undertakes to provide the Customer with a schedule detailing each payment amount and each payment date.  
In the event of any subsequent change to the frequency or amount of the Direct Debit, the Initiator has agreed to give advance notice of at least 30 days before the change comes into effect. This notice must be provided in writing (including by electronic means and SMS where I/we have provided prior written consent (including by electronic means including SMS) to communicate electronically).
  - b. May, upon the relationship which gave rise to this instruction being terminated, give notice to the Bank that no further Direct Debits are to be initiated under the instruction. Upon receipt of such notice the Bank may terminate this instruction as to future payments by notice in writing to the Customer.
  - c. May, upon receiving written notice (dated after the date of this instruction) from a bank to which the Customer has transferred their account, initiate Direct Debits in reliance of that written notice and this instruction from the account identified in the written notice.
2. The Customer may:
  - a. At any time, terminate this instruction as to future payments by giving notice of termination to the Bank and to the Initiator by the means agreed by the Customer, Bank and Initiator.
  - b. Stop payment of any Direct Debit to be initiated under this instruction by the Initiator by giving written notice to the Bank prior to the Direct Debit being paid by the Bank.
  - c. Where a variation to the amount agreed between the Initiator and the Customer from time to time to be Direct Debited has been made without notice being given in terms of clause 1(a) above, request the Bank to reverse or alter any such Direct Debit initiated by the Initiator by debiting the amount of the reversal of alteration of a Direct Debit back to the Initiator through the Initiator's Bank, PROVIDED such request is made not more than 120 days from the date when the Direct Debit was debited to my/our account.
3. The Customer acknowledges that:
  - a. This instruction will remain in full force and effect in respect of all Direct Debits passed to my/our account in good faith notwithstanding my/our death, bankruptcy or other revocation of this instruction until actual notice of such event is received by the Bank.
  - b. In any event this instruction is subject to any arrangement now or hereafter existing between me/us and the Bank in relation to my/our account.
  - c. Any dispute as to the correctness or validity of an amount debited to my/our account shall not be the concern of the Bank except in so far as the Direct Debit has not been paid in accordance with this instruction. Any other dispute lies between me/us and the Initiator.
  - d. Where the Bank has used reasonable care and skill in acting in accordance with this instruction, the Bank accepts no responsibility or liability in respect of:
    - the accuracy of information about Direct Debits on Bank statements; and
    - any variations between notices given by the Initiator and the amounts of Direct Debit.
  - e. The Bank is not responsible for, or under any liability in respect of the Initiator's failure to give notice in accordance with 1(a), nor for the non-receipt or late receipt of notice by me/us for any reason whatsoever. In any such situation the dispute lies between me/us and the Initiator.
  - f. Notice given by the Initiator in terms of clause 1(c) to the debtor responsible for the payment shall be effective. Any communication necessary because the debtor responsible for payment is a person other than me/us is a matter between me/us and the debtor concerned.
4. The Bank may:
  - a. In its absolute discretion conclusively determine the order of priority of payment by it of any monies pursuant to this or any other authority, cheque or draft properly signed by me/us and given to or drawn on the Bank.
  - b. At any time terminate this instruction as to future payments by notice in writing to me/us.
  - c. Charge its current fees for this service in force from time-to-time.

|               |          |             |            |            |
|---------------|----------|-------------|------------|------------|
| Approved Date | Received | Recorded By | Checked By | Bank Stamp |
| 0665          |          |             |            |            |
| 03 17         |          |             |            |            |





**REGISTRATION ON FINANCIAL SERVICE PROVIDERS REGISTER**

Creditor Registration Name: Finance Now Limited

Registration Number: FSP42822

**IMPORTANT** – This Agreement is a consumer credit contract under the Credit Contracts and Consumer Finance Act 2003 (the "Act") and Finance Now Ltd ("FNL") is required to provide you with this disclosure statement (this "Disclosure Statement") under section 17 of the Act. This Disclosure Statement sets out the key information about your consumer credit contract. This Loan Agreement & Disclosure Statement together with the Terms and Conditions (this "Agreement") form your credit contract with FNL. You should read it thoroughly.

**If you do not understand anything in this Agreement, you should seek independent advice.** You should keep this Agreement in a safe place. The Disclosure Statement should be provided to you before this Agreement is entered into. The law gives you a limited right to cancel this Agreement (see page 2 for further details). **Note that strict time limits apply.**

You are protected by responsible lending laws. Because of these protections, any recommendations given to you about your application is not regulated financial advice. This means that duties and requirements imposed on people who give financial advice do not apply to these recommendations. This includes a duty to comply with a code of conduct and a requirement to be licensed.

**BORROWER**

Name: Thick Shake  
Address: 100 Dominion RD Mount Eden Auckland  
Email: lenora@financenow.co.nz

**DISBURSEMENT OF ADVANCES**

| To  | Address/Details | Reference | Amount             |
|---|-----------------|-----------|--------------------|
| <inserts retailer>  |                 |           | \$ 1,500.00        |
| <b>Total Advances.</b> This is the total amount of all advances made. |                 |           | <b>\$ 1,500.00</b> |

**CREDIT DETAILS**

|  |             | INTEREST   |   |
|--|-------------|--|---|
| <b>Advance Requested</b>                     | \$ 1,500.00 | <b>Annual Interest Rate</b>  | <b>Total Interest Charges</b>   |
| + Payment Protection Insurance-(None)-(SSAC) | \$ 0.00     | 19.95% p.a. fixed for the whole term of the Agreement being 12 months. | This is the total amount of the interest charges payable under this Agreement \$166.99. |
| + Establishment Fee                          | \$ 50.00    |  |   |
| - Cash Deposit or Trade                      | \$ 0.00     |  |   |

**Initial unpaid balance ("Amount Financed").** This is the amount you owe as at the date of this statement (including any fees charged by FNL). **\$ 1,559.00**

**Method of charging interest** - Interest charges are calculated by multiplying the unpaid balance at the end of the day by a daily interest rate. The daily interest rate is calculated by dividing the annual interest rate by 365. Interest is charged to your account monthly.

**PAYMENTS** - You are required to make each payment of the amount specified and by the time specified (we note that the first and last payment dates may vary prior to commencement and changes will be notified to you).

| Timing of Payments      | Number of Payments            | Amount of Each Payment        | Total Amount of Payments | Method of Payment             |
|-------------------------|-------------------------------|-------------------------------|--------------------------|-------------------------------|
| Frequency Monthly       | 12                            | \$145.63                      |                          | Internet Banking              |
| First Payment 8/04/2021 | <b>Term of Loan</b> 12 Months | <b>Final Payment</b> \$145.66 | \$1,747.59               | <b>Elected to Pay</b> Monthly |
| Last Payment 8/03/2022  |                               |                               |                          |                               |

Payments can be made by direct bank to FNL's bank account at Westpac, account number: 03-0931-0358991-00.

**CREDIT FEES and CHARGES**

The following credit fees and charges (which are not included in the Amount Financed) are, or may become, payable under, or in connection with, this Agreement. FNL may vary these fees and charges. Administration costs and fees payable on full prepayment are disclosed under the Full Prepayment heading.

|  |                              |  |
|--|------------------------------|--|
| \$3.50 Third party correspondence & statement requests | \$95 loan variation          | Refund overpayment - lesser of \$10 or account balance |
| Third party costs - \$10 administration charge         | Monthly Service Fee - \$1.80 |  |

**ACKNOWLEDGEMENTS**

- I/We have received, read and understood a copy of this Loan Agreement & Disclosure Statement, together with the Terms and Conditions and acknowledge that it constitutes disclosure as required by the Act and that a copy of these documents may also be sent to us/me electronically where my email address has been provided in my application.
- I/We acknowledge that FNL may receive and pay commissions to and from various suppliers of services, brokers, insurers and other persons as a result of this Agreement including the retailer of any goods/property purchased with the advances made by FNL under this Agreement.
- I/We acknowledge that the Amount Financed is to be used wholly or predominantly for personal, domestic and/or household purposes only and not for investment purposes.
- Should I/we have purchased consumer credit insurance then I/we agree that the Application For Finance, together with this Agreement and the insurer's standard policy terms and conditions which have been delivered to me/us, form the policy between me/us and the insurer.
- I/We consent to receiving continuing disclosure statements by electronic means.

**BORROWER**

Signed by Borrower - Thick Shake

**PLEASE ENSURE THE BORROWER RECEIVES A SIGNED COPY, FNL TO RECEIVE A SIGNED COPY/ORIGINAL BEFORE THE LOAN IS ENTERED INTO**





**GOODS SCHEDULE - Below are all Goods listed to this contract.**

| Description (Make/Model) | Year | (Model Number/Serial Number/Colour) | Cash Price |
|--------------------------|------|-------------------------------------|------------|
| Loud / Drum Kit          | 2021 | Purpled/XX989088                    | \$ 500.00  |
| Sharp / Guitar           | 2021 | Electric                            | \$ 500.00  |
| Trendy / Piano           | 2021 | brown/white                         | \$ 500.00  |

✓ Borrowers Signature \_\_\_\_\_  
(Please sign pages 1, 2 & 3)

**PRINT APPLICATION FORM - 4001413**

Please confirm the application details are correct before continuing:-

|                 |  |                                   |                            |
|-----------------|--|-----------------------------------|----------------------------|
| Loan Details:   | Originator: 3056637 Rockshop - Takapuna  | Loan for: Consumer Goods Purchase | Applicant Type: Individual |
|                 | Loan Amount: Cash Price \$1,500.00 - Deposit \$0.00 = Amount Financed \$1,500.00 | Rate: 19.95% per annum.           | Booking Fee: \$ 59         |
|                 | Term: 12 months  | Date of Birth: 4/04/1982          |                            |
| Applicant:      | Full Name: Thick Shake   |                                   |                            |
| Address:        | Home Type: FreeHold  |                                   |                            |
|                 | Address: 100 Dominion ROAD, Mount Eden, Auckland                                 |                                   |                            |
| Contact:        | Home Phone: lenora@financenow.co.nz  | Work Phone:                       | Mobile: 0211114444         |
| Employment:     | Employer: Lala Land, Full Time AS Defence / Police                               | Duration: 122 months              | Previous Duration:         |
|                 | Employed: Full Time AS Defence / Police  | Monthly Income: \$ 8,000.00       |                            |
| Expenses:       | Monthly Household: \$250.00  |                                   |                            |
| Identification: | ID Number: Full Drivers Licence - aa111119                                       | Expire Date: 26/09/2030           | Verified By: Len Ora       |
| Next of Kin 1:  | Name: Harry  | Contact Phone: 098545454          |                            |
| Next of Kin 2:  | Name: Potter   | Contact Phone: 065454545          |                            |

To FNL - Testing Server ("FNL"), PO Box 41335, St Lukes, Auckland 1346

**Privacy Statement**

This is the Privacy Statement of Finance Now Limited (we, our or us). This Statement is a summary of our full Privacy Policy, which can be found here - [www.financenow.co.nz/helpful-info/understand-your-rights/privacy-policies](http://www.financenow.co.nz/helpful-info/understand-your-rights/privacy-policies)

**Why we collect personal information**

You authorise us to collect personal information about you to enable us to communicate with you and provide or offer services to you, including assessing your application (and verifying your identity or other details), managing your account(s) and maintaining our credit records.

**What personal information we collect and from where**

The kind of information we collect from you includes your personal contact/identity details, your credit history, credit requirements and personal finances. We may also collect your personal information from, and share your personal information with, other organisations who assist us to interact/communicate with you. These include credit reporting and identification/verification agencies, other related entities (like SBS Bank and SBS Money), relevant retailers and other third parties. We may also use common internet technologies to collect data from our websites and emails.

**Your rights**

You do not have to provide your personal information to us but if you don't, we will not be able to assess your application. You are entitled at any time to request a copy of your personal information and correct that information if you think there are any errors. You can contact us on 0800 40 50 70 during business hours.

**Acknowledgement**

You acknowledge that:

- You have read and understood the information contained in this application form and declare that it is true and complete. You understand that FNL will rely on this information to determine whether or not to provide finance.
- Your personal information may be used to let you know more about our products and services, as described in our Privacy Policy.
- Where you have applied (in this application) for credit-related insurance, which is provided by a third party insurer. Where the insurance policy is terminated or you receive a payout under it, FNL is entitled to request that the insurer pay any rebate of the premium or any proceeds of a payout directly to FNL and you authorise FNL to apply such rebate or proceeds towards the outstanding balance on your loan.

Applicant 1 Signature:

Applicant 2 Signature (if applicable):

Thick Shake

Date:

*Salesperson to complete this Section:*

I Len Ora confirm that I have personally sighted and verified the original identification and confirm they match the applicant/s.

Yes

## What Happens Next?

The following items must be completed and returned to Finance Now prior to payment being made for the contract:

- **Signed Application Form**
  - Including Privacy Statement and ID verification (except where FNL Card used as ID)
- **Signed Secured/Unsecured Loan Agreement**
  - Each page must be signed by each borrower
- **Signed Direct Debit Authority** (where applicable)
  - Copy of third-party ID if account is being paid by a person other than the signed customer
- **Signed copy of invoice** (where applicable)

You must also have given the Applicant(s), and where applicable the Guarantor(s) the following documents:

- A signed copy each of the Contract
- A copy of FNL's Terms & Conditions booklet
- A copy of the Privacy Acknowledgement (if requested)
- A Payment Protection Policy Booklet (if insurance is sold)
- A copy of warranty documentation (if warranty is sold)

## What then?

Finance Now will load the customer's contract into our system and make payment to the retailer within 24 hours of receiving the completed documentation.

The system will generate a 'Welcome to Finance Now' letter which will be sent to the client outlining the details of their contract. Where the primary borrower agreed to receive a FNL Card, the card will be posted to the borrower at the address included in this application. All information regarding the benefits and fees applicable will be included in the card mailer.

It is recommended customers lodge their own automatic payment authorities using the application number as the reference

For any amounts overdue Finance Now will contact the customer directly to discuss.

Note: Rather than sending the documentation directly to Finance Now, you may be required to send the documentation to your Head Office who will then forward to Finance Now.

Please check with your manager.

**NB: Goods must be delivered to the customer prior to FNL receiving and purchasing the signed loan documents and all documents must be received for payment by FNL within 10 days of the delivery of goods to the customer.**

## Your turn –

Now it's your turn! Using the Qik Training Site please load and produce documentation for the following customer.

Logon: fnt8455646  
Password: totestnew1

### Test Case Details:

Tony Ironman Stark  
Date of Birth: 1/5/1962  
Married  
2 dependents  
Address: 114 Dominion Road, Mt Eden, Auckland (been there 5 years)  
Ph. 09 3456667  
Mortgage \$1200 per month  
Employer: Stark Enterprises (10 years)  
Income \$900 per week  
1 vehicle, Ford Falcon, CAR111, not financed  
1 Visa Card  
NZ Passport DS123654, exp 12/12/2020

Bnk A/C 103 1760 0049290 81  
Payment method DD  
Next of Kin:  
- Jeb Bush 03 2228888  
- Frank Bush 07 1122334

Transaction:  
\$1200  
12 months interest free  
\$50 fee  
PPI included (single)  
Sony 42inch LCD TV

## Finance Now Contacts

**Hadyn Halls** (09) 631 0193  
GM Intermediaries & Card 027 779081  
[Hadyn@financenow.co.nz](mailto:Hadyn@financenow.co.nz)

**Kelvin Williams** 09 845 0816  
National Sales Manager 021 798 933  
[kelvin@financenow.co.nz](mailto:kelvin@financenow.co.nz)

**Jason Dell** 09 845 0821  
Credit Manager  
[Jason@financenow.co.nz](mailto:Jason@financenow.co.nz)

**Grant Forbes** 09 845 0821  
Business Credit Manager 021 401 455  
[grant@financenow.co.nz](mailto:grant@financenow.co.nz)

### Area Managers

**Anthony Booth** 09 845 0815  
Auckland (North) 021 346 342  
[anthony@financenow.co.nz](mailto:anthony@financenow.co.nz)

**Allan Webber** 09 845 0811  
Auckland (South) 021 346 331  
[allan@financenow.co.nz](mailto:allan@financenow.co.nz)

**Nina Naera** 09 845 0825  
Business Finance & Akl (South) 021 346 779  
[nina@financenow.co.nz](mailto:nina@financenow.co.nz)

**Emmett Gradwell** 07 542 3415  
Bay of Plenty 021 346 334  
[emmett@financenow.co.nz](mailto:emmett@financenow.co.nz)

**Maria Jones** 07 838 3953  
Waikato/Taranaki 021 346 377  
[maria@financenow.co.nz](mailto:maria@financenow.co.nz)

**Keri Morresey** 021 0273 8303  
Hawkes Bay / Manawatu  
[keri@financenow.co.nz](mailto:keri@financenow.co.nz)

**Andy Stone** 021 401 464  
Wellington  
[andys@financenow.co.nz](mailto:andys@financenow.co.nz)

**Don Bowden** 03 352 4340  
Christchurch 021 279 4679  
[don@financenow.co.nz](mailto:don@financenow.co.nz)

**Steve Turton** 03 211 1242  
Invercargill 021 346 315  
[stevet@financenow.co.nz](mailto:stevet@financenow.co.nz)

**Postal Address**  
PO Box 41335  
St Lukes, Auckland 1346

**Retailer Support**

Toll Free: 0508 868 868