

Purchasing from Image for Business Finance

Training Guide

Contents

Section	Page
Introduction	3
The Contract (Rental or Loan Agreement)	4
Signing the Contract	5
Image Contract—Purchasing Checklist	6
What next?	8
Contact Details	9

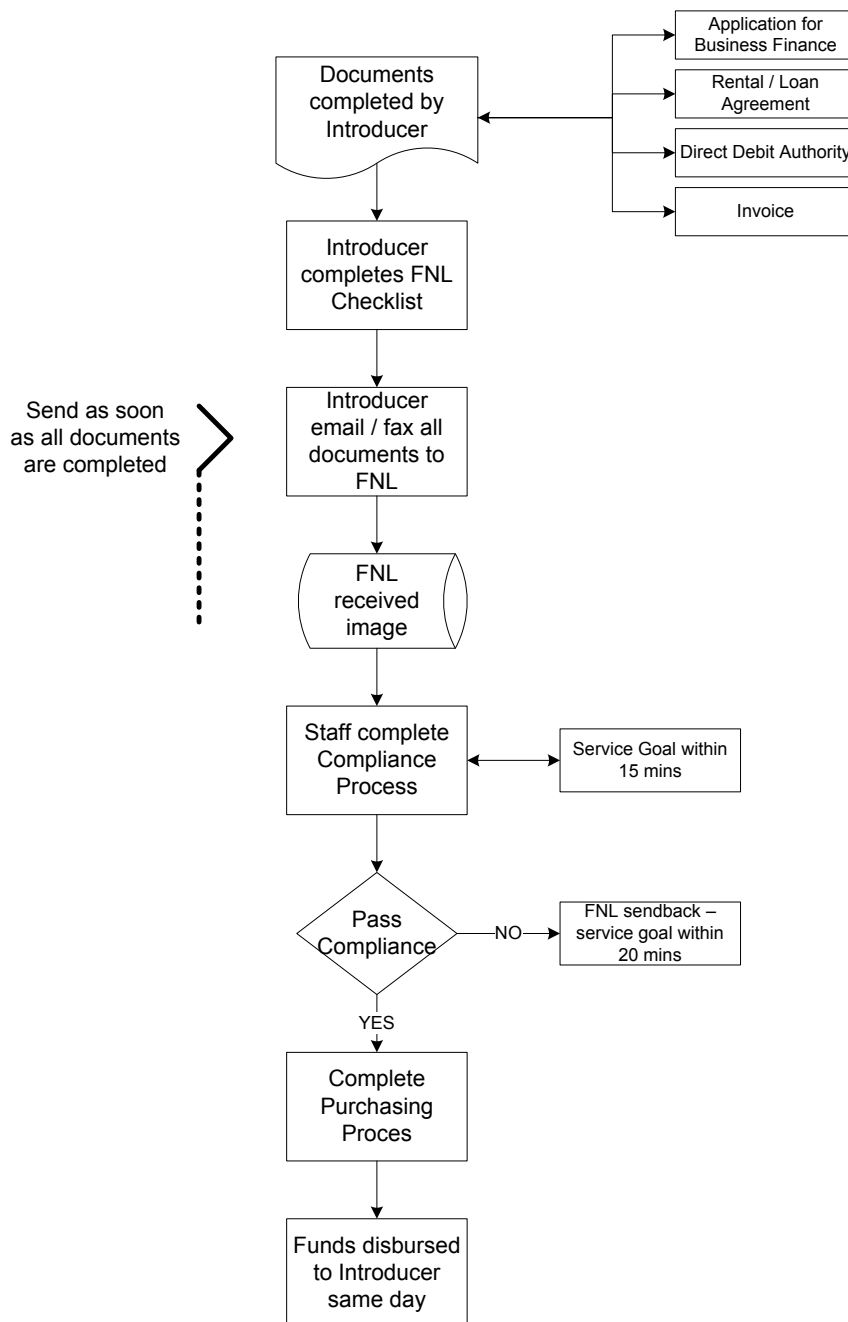
Introduction

Welcome to the Finance Now Training Module – Image Purchasing.

This Module has been designed to outline our processes, from start to finish, and provides answers to any questions that may arise as part of the image purchasing option that FNL provides.

It has been specifically written for you, the introducer, to be able to help walk you through the process. We are always just a phone call away if you do need to contact us.

The diagram below outlines the Image Purchasing Process.



The Contract (Rental or Loan Agreement)

The Finance Now Rental & Loan Agreements are a legally binding document, and therefore must be accurate in its representation of what the customer has agreed to.

Note:

- Any changes to the document must be agreed to in writing by Finance Now
- Twink or 'white out' cannot be used on the document
- Any changes to the document must be initialled by all parties

FNL's Terms & Conditions are a 1 page document printed in blue. FNL provides separate terms and conditions for Business Finance contracts which are distinguished by a solid blue border and a header with the relevant loan type. These must not be used for consumer loans.

You must give a copy of the Terms & Conditions Booklet to each customer and guarantor along with a copy of the Contract.

Signing the Contract

There is a two step process to signing the contract:

1. Customer(s) (or Authorised Officer of customer, where applicable) and/or Guarantor(s) must initial where indicated (bottom left hand section) of the "Acknowledgements" section. This verifies that all parties have received a copy (each must get one) of the agreement with the T & C's (preferably print agreement on to T & C paper)
2. Customer(s) (or Authorised Officer of customer, where applicable) must each sign where applicable (full signature)
3. Guarantor(s) must each sign where applicable (full signature)

<p>PAYMENT METHOD Payment Method - Direct Debit First Payment of \$201.99 Due on _____ Followed by 35 Monthly Instalments of \$201.99 Commencing on _____</p> <p>The Company agrees to rent to the Customer and the Customer agrees to rent from the Company the Equipment on the terms specified above and on the terms and conditions set out in the Business Rental Standard Terms and Conditions ("the Standard Terms") (which are deemed to be incorporated in this Schedule as if repeated in full). Words appearing in capitals and used in this Agreement shall, unless the context requires otherwise, have the same meaning as in the Standard Terms.</p> <p>The Customer Acknowledges that:</p> <p>(a). This Schedule together with the Standard Terms sets out all the terms on which the Customer has agreed to rent the Equipment and nothing that the Equipment Supplier has advised (either verbally or in writing) contradicts these terms.</p> <p>(b). Any variation to this Schedule or change to the Equipment must be approved by the Company in writing.</p> <p>(c). The Equipment Supplier and any salesperson or employee or agent thereof is not an agent of the Company nor has any authority to speak for or bind the Company in any way.</p> <p>(d). The Company is a financier and has not manufactured or supplied the Equipment and the Customer does not rely on the Company's skill, opinions or judgement in any way in relation to the Equipment.</p> <p>(e). The Company is not in any way responsible for the maintenance, servicing or repair of the Equipment and the Customer acknowledges that it must pay the Total Rental for the Minimum Rental Term, despite any inability by the Customer to maintain, service or repair the Equipment.</p> <p>(f). The Equipment is to be used primarily for business purposes.</p> <p>(g). The customer has received a copy, read and understood the Standard Terms.</p> <p>(h). The Customer has received a copy of KPPP Terms & Conditions (where KPPP is taken).</p> <p>(i). I am legally authorised to sign this contract.</p> <p>Initial: _____</p>	<p>SIGNATURE(S) Executed by and on behalf of the customer</p> <p>Customer(s) Signature _____ Full Name _____</p> <p>Signature _____ Full Name _____</p> <p>Guarantor(s) Signature _____ Full Name _____</p> <p>The Guarantor (if any) requests the Company to rent the Equipment to the Customer on the terms of this Schedule and agrees to guarantee the Customer's obligations hereunder</p> <p>Date of Agreement _____</p>
--	---

STEP 2

STEP 3

STEP 1

Please Note:

If any of the above steps have not been completed then FNL will be unable to purchase the contract and it will be returned (no exceptions).

Image Contract—Purchasing Checklist

What Happens Next?

The Introducer completes "Image Contract - Purchasing Checklist". Instructions on how to do this are detailed below.

The form is titled "IMAGE CONTRACT - PURCHASING CHECKLIST BUSINESS FINANCE" and includes the following sections:

- A:** Application Number: [] [] [] [] [] [] [] []
- B:** Retailer Number: **fnl** _____
- Customer Name: _____
- Sent to Finance Now: (in this order and same way up)
- C:** Document checklist:
 - 1. Cover Sheet
 - 2. Contract
 - 3. Invoice (Must be signed by customer. Required only if goods purchased are not listed on Contract)
 - 4. Application
 - 5. Direct Debit Authority
- D:** Total Pages: (including this one) [] []
- E:** Retailer check list (compulsory, all fields must be completed):

<input type="checkbox"/> Original contract signed and dated by Customers & Guarantors	<input type="checkbox"/> Invoice (if applicable) signed and dated by Customers & Guarantors
<input type="checkbox"/> Original application form signed and dated by Customers & Guarantors	<input type="checkbox"/> Customer/s original identification sighted and witnessed by staff member
<input type="checkbox"/> Original payment authority signed and dated by Customers	<input type="checkbox"/> Customer given a copy of the Insurance Terms & Conditions (where applicable)
<input type="checkbox"/> Terms & Conditions provided to each Customer and Guarantor where applicable either printed on reverse of Loan Agreement or handed to them as a separate document	<input type="checkbox"/> Copy of contract provided to each Customer & Guarantor
- F:** Salesperson Name: _____

FAX to: 0800 16 26 46
or EMAIL to: purchasing@financenow.co.nz

Send this cover sheet 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 within 20 minutes of receipt.

Please ensure you complete the checklist in legible handwriting before returning to FNL:

- FNL Application Number
- FNL Retailer Number
- Tick the boxes indicating what documents are being sent to FNL
- Specify the number of pages being sent to FNL including the header in the count (just in case they do not all go through to us)
- Either tick or indicate "n/a" (not applicable) each item on the retailer checklist at the bottom of the page.
- Clearly print your name. In the event there is a problem we may need to contact you

Image Contract—Purchasing Checklist

Summary

The following items must be completed and sent to Finance Now in the following order prior to payment being made for the contract.

We will pay out any sent contracts received by 3pm that same day (only available Monday to Friday).

Please ensure that you send the documents as soon as completed. This will allow you to make contact with the customer more quickly and resolve any issues before they leave the immediate area.

- Completed Image Contract – Purchasing Checklist
- Initialled, Signed Rental or Loan Agreement (Contract)
- Signed Application Form (including Privacy Acknowledgement and ID Verification)
- Signed Bank Authority (where applicable) DD or AP
- Signed copy of invoice (where applicable) if the security details are not completed on the contract
 - ⇒ Rental invoiced to Finance Now
 - ⇒ Loan invoiced to customer

Note

You must also have given the Applicant(s), and where applicable the Guarantor(s);

- A signed copy each of the Contract including the T & C's printed on the reverse (preferred but not compulsory)
- A copy of FNL's Terms & Conditions to each customer and guarantor
- A copy of the Privacy Acknowledgement? (If requested)
- A Key Person Payment Protection Policy terms & conditions (If included)

What next?

Finance Now will load the customer's Contract into our system and make payment to you that evening if the documents are correct and received before 3pm. Any errors will be identified and an error report sent back to your store within 20 minutes (service goal) for you to rectify.

Finance Now will generate a 'Welcome to Finance Now' letter which will be sent to the client outlining the details of their contract within two weeks of purchase.

Finance Now will lodge, where applicable, the customer(s) Direct Debit Bank Authority. For any amounts overdue Finance Now will contact the customer directly to discuss.

In the event that you require additional training then please speak to your Area Manager.

Contact Details

Kelvin Williams
National Sales Manager

09 845 0816
021 798 933
kelvin@financenow.co.nz

Area Managers

Anthony Booth
Auckland (North)

09 845 0815
021 346 342
anthony@financenow.co.nz

Allan Webber
Auckland (South)

09 845 0811
021 346 331
allan@financenow.co.nz

Nina Naera
Business Finance & Akl (South)

09 845 0825
021 346 779
nina@financenow.co.nz

Emmett Gradwell
Bay of Plenty

07 542 3415
021 346 334
emmett@financenow.co.nz

Maria Jones
Waikato/Taranaki

07 838 3953
021 346 377
maria@financenow.co.nz

Keri Morresey
Lower North Island

021 0273 8303
keri@financenow.co.nz

Andy Stone
Wellington

021 401 464
andys@financenow.co.nz

Don Bowden
Christchurch

03 352 4340
021 279 4679
don@financenow.co.nz

Steve Turton
Invercargill

03 211 1242
021 346 315
tania@financenow.co.nz

Postal Address

PO Box 41335
St Lukes
Auckland 1346

Purchasing Support
Toll Free: 0800 362 364