

Product Overview

FNL provides NLG with 2 finance options, Fixed Term & the new Revolving Credit option – Purple Visa - giving your customer more choices to what suits their personal needs/requirements better

Fixed

A fixed term facility with fixed monthly repayments, which includes all additional finance costs and has a known end date. Benefits/key points to note include

- Ability to tailor a repayment to suit your customers budget
- Helps over-come price objection
- Interest Bearing only
- Ability to earn commission for store
- All additional finance charges disclosed up-front
- Contract end date
- Ability to re-market when contract is paid in full/approaching end date (3-month settlement report)
- Credit limit only valid for this one contract so gives upsell opportunities

Revolving

Credit Card facility where minimum repayments will be charged on the outstanding balance, monthly. The minimum monthly repayment charged will be 3% of the outstanding balance (except for deferred interest free promotions), which will be advised by a monthly statement. Benefits/key points to note include

- Convenient process for repeat customers
- Provides Credit Limit that remains available for future purchases
- Creates an eco-system for NLG and TWG group with the rewards program that supports and promotes repeat business as well as getting insights on customer spend outside the Group
- Interest free options available
- Can be used anywhere Visa is accepted
- Customers earn Purple \$ rewards that can be redeemed in Warehouse stores and soon in NLG and T7
- Customers can set up Direct Debits for monthly minimum amount and then make additional payments as they can.
- Annual card fee is charged on the anniversary of getting a card (not on day 1 as other providers do)
- \$55 establishment fee is waived for applications during April, May, June

Benefits of New Interest Free Provider (Purple Visa)

- ✓ Customers and staff only having to deal with one finance company
- ✓ All applications processed through one portal for familiarity and ease of use
- ✓ *Till integration for all finance offers – To be launched in phase 2*
- ✓ *If application is declined for Interest Free but qualifies for Interest Bearing, QIK portal will automatically approve application as a Fixed Term contract (No double handling of applications) – To be launched in phase 2*

Sales Scenarios & FAQs

- Q** Customer wants fixed payments and Interest Free
- A** Interest Free isn't available on a Fixed Term contract but, on the Fixed Term, we can tailor a repayment to suit your budget with any additional charges disclosed upfront with a known end date
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- Q** Customer is declined for an Interest Free card but approved for fixed term Interest Bearing
- A** You have not qualified for a revolving credit account; however, you have been approved for a Fixed Term, interest bearing, loan with weekly repayments of \$XX per week
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- Q** Customer wants Interest Free but not a card
- A** All Interest Free finances come with the Purple Visa, however we do have Fixed Term finance options available. This does mean there is interest charged but we can tailor a repayment to suit your budget with any additional charges disclosed upfront with a known end date
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- Q** What is the Interest Rate on Fixed Term?
- A** Repayments for a \$1000 sale would cost you \$XX per week. Interest is charged at 22.3%, which is in-line with most classic credit cards
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- Q** What happens if I pay off early my fixed term contract early?
- A** There is a \$10 early repayment fee but there would be a rebate of interest charged, unused monthly service fee and unused insurance premium.

Q What are all the extra charges for Fixed Term contract?

A All charges are included in the weekly repayment and full disclosure of fees is provided at time of authorising the contract – a copy of all fees applicable to the Loan agreement is available on their web site <https://www.financenow.co.nz/retail-finance/retail-finance-rates-and-fees>

Q What are all the extra charges for the Interest Free option?

A There is an Establishment fee of \$55 and an annual account fee of \$55. A full list of all rates and fees will be emailed to you and is available on their web site <https://www.warehousemoney.co.nz/cards/card-terms-fees>.

If the balance is not repaid in the Interest Free term, the outstanding balance will be charged at an interest rate of 22.9%. Terms and Conditional will be emailed to you (\$55 Establishment Fee is waived for applications in April, May, June)

Q What Interest Free terms are you currently running?

A We currently have XX. You can set up a Direct debit to pay the minimum amount as it is a revolving account and the monthly payments can vary month to month

Q What finance options do you currently have?

A Our current promotional offer is XX on the Purple Visa card. If you prefer a shorter term, we have a fixed term contract where we can tailor a repayment to suit your budget and it has a known end date

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Q What will my repayment be on Interest Free?

A Customer repayment's on Interest Free will be 3% of the outstanding card balance or \$20, whichever is the higher amount. (except if it is a deferred interest free promotion) 3% will repay the minimum amount required however will not necessarily repay the transaction during the Interest Free term

Q I want to use my Gem Visa?

A We can accept it as a payment method as a normal Visa transaction, but for the store promotion of XX Interest Free, it is with Purple Visa.

(\$55 Establishment Fee is waived for applications in April, May, June)

Q Do I have to go through a Purple Visa application process to get interest free?

A Yes, but it is a quick process and you will only have to do it once.

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