

iQ PROCESS GUIDE

Processing a New Application

LOG INTO iQ & SELECT 'NEW APPLICATION'

1. 'NEW APPLICATION'

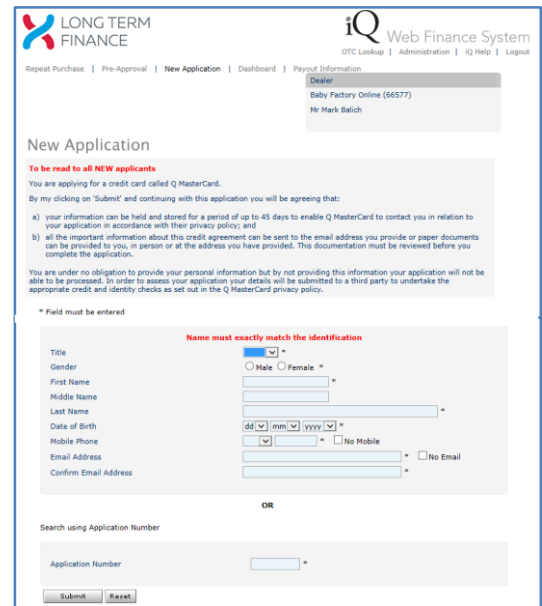
Before you start:

- Check the customer has **appropriate ID**, including **Proof of Address** if required.
- Does the have customers have an email address?**

YES: If the customer has an email address by clicking '**Submit**' the **Term & Conditions, Initial Disclosure Statement** and **Key Information** will be automatically emailed to them,

NO: If the customer doesn't have an email address you must supply a copy of '**The Things You Need to Know**' brochure containing the Terms & Conditions, Initial Disclosure Statement and Key Information.

- **Read** the '**To be read to all NEW applicants**' disclosure to the customer
- **Enter application details** directly into iQ **or** ask the customer to completed the 'Information for Credit' form and then enter the details into iQ.



2. 'IDENTIFICATION'

- Sight the **customer's ID** and **proof of address** (if required).
- Check the information provided matches the **full name, date of birth, signature** and **address**.
- **Verify the customer's likeness** to the ID and ensure that the ID provided is **current** and hasn't expired.
- For **ALL passports** take a copy of the ID page.
- For **Foreign passports** also verify the **NZ residency visa** and take a copy, as well as collecting the customer's **proof of address** - which must be less than 3 months old.

3. 'NAME AND ADDRESS'

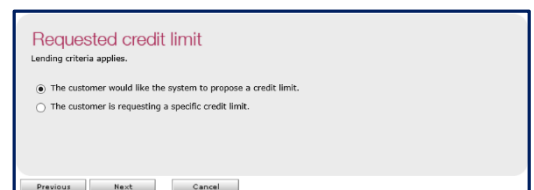
- Enter the customer's details.

4. 'PERSONAL & EMPLOYMENT'

- Enter the customer's details.

5. 'FINANCIAL'

- Enter the customer's details - **Note:** Income is NET and must be entered as Monthly, not Annual.
- Request a **Credit Limit**, by either:
 - **Allowing iQ to allocate** a credit limit based on the customer's information.
 - The customer choosing to **request a specific limit**. Ensure you **allow enough** for the **Purchase, Establishment Fee** and **Account fee** to be charged, plus any additional credit the customer may like to make **any future purchases**.



6. 'CONFIRMATION' – Credit Card Application Summary

- Ensure the customer reviews the details that have been entered, either **on screen** or via a **printed copy**.
- Confirm you have completed all the Identification checks
- Click '**Submit**' to continue

'APPLICATION DECISION'

1. 'APPLICATION REFERRED'

- There are several reasons why an application can refer – one of which is customer details. If we cannot match the customer's details (e.g. due to a different customer address or incorrect spelling of names) then we may require further information and a proof of address to be sent through before we can approve the application.

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2. 'APPLICATION DECLINED'

- If an application is declined, print the **Decline Letter** for the customer.
- If the application was declined, due to adverse credit report the customer can call **Veda Advantage** on 0800 692 733.
- If customer would like to have the application decision reassessed, contact our **New Business Team** on 0800 22 22 55. You can also print and hand to the customer '**Your Decisions Explained**' information sheet via the iQ Help portal.
- If the application is subsequently approved, simply access the '**Dashboard**' screen, locate the customer's name at the bottom of the screen, click '**Select**' then click '**Continue with Sale**'.

3. 'APPLICATION APPROVED'

- Disclosure of the customer's credit limit.
- Confirm the customer would like to proceed with the card issuance and purchase.
- Continue with Sale
 - **YES** – will take you to the Goods/Services screen to enter sale details
 - **NO** – will park the application for a maximum of 45 days.

NOTE: If the customer requires a higher credit limit, contact our New Business Team **on 0800 22 22 55** for assistance. The customer may be required to complete a '**Statement of Financial Position**' form and provide proof of income for a credit limit over \$15,000.

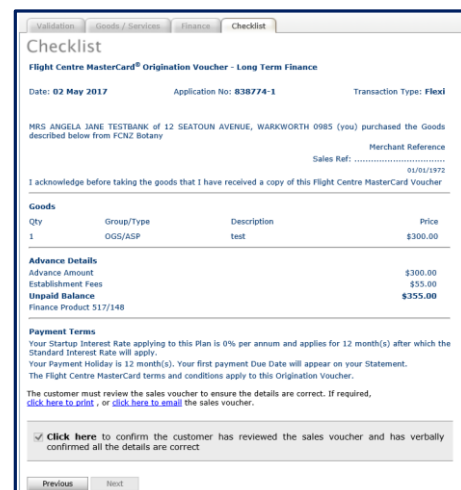
'PROCESSING THE SALE'

1. 'GOODS/SERVICES'

- Follow the prompts to complete the sale and finance term.
- The customer must review the '**Sales Voucher**' on screen to ensure the details are correct. If preferred you can either print or email the Sales Voucher to the customer to review.
- Confirm by ticking the box that the customer has reviewed the '**Sales Voucher**' and has **verbally confirmed all the details are correct.**

2. 'Acceptance Code' - via Text or Email

- The **Terms & Conditions, Personalised Initial Disclosure Statement** and **Sales Voucher** are automatically emailed to the customer for final review and acceptance.
- **Generate** the '**Acceptance Code**' either to the customers:
 - Mobile, or
 - Email address
- The customer will receive the 'Acceptance Code' and will need to communicate this to you **as confirmation of their acceptance** of the credit agreement and purchase. This replaces the need for a signature.
- Retrieve the 'Acceptance Code' from the customer and then enter the code into the '**Validate Code**' field and validate. The 'Acceptance Code' is **only valid for 30 minutes.**
- Once the 'Acceptance Code' has been validated the application and sale is complete. There is **NO** need to send in a signed Sales Voucher. Payment will be made automatically overnight



Checklist
Flight Centre MasterCard® Origination Voucher - Long Term Finance

Date: 02 May 2017 Application No: 838774-1 Transaction Type: Flexi

MRS ANGELA JANE TESTBANK of 12 SEATOUN AVENUE, WARKWORTH 0985 (you) purchased the Goods described below from FCNZ Botany Merchant Reference
Sales Ref: 01261392

I acknowledge before taking the goods that I have received a copy of this Flight Centre MasterCard Voucher

| Qty | Group/Type | Description | Price |
|-----|------------|-------------|----------|
| 1 | OGS/ASP | test | \$300.00 |

Advance Details

| | |
|-------------------------|-----------------|
| Advance Amount | \$300.00 |
| Establishment Fees | \$55.00 |
| Unpaid Balance | \$355.00 |
| Finance Product 517/148 | |

Payment Terms
Your Startup Interest Rate applying to this Plan is 0% per annum and applies for 12 month(s) after which the Standard Interest Rate will apply.
Your Payment holiday is 12 month(s). Your first payment Due Date will appear on your Statement.
The Flight Centre MasterCard terms and conditions apply to this Origination Voucher.
The customer must review the sales voucher to ensure the details are correct. If required, [click here to print](#) , or [click here to email](#) the sales voucher.

Click here to confirm the customer has reviewed the sales voucher and has verbally confirmed all the details are correct

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Note: If the customer **does not have an email address or a mobile number** the customer is required to fill in and sign the manual **Sales Voucher** and **Initial Disclosure Statement** – located in the iQ Help portal. Send **both** the **completed** Initial Disclosure Statement and Sales Voucher to lifestylelending@flexicards.co.nz then call **0800 22 2255** to receive the '**Acceptance Code**'.

'SALE COMPLETE'

1. 'Email The Required Supporting Documents' – (Passport and proof of address)

- Scan and email to retailer.enquiries@flexicards.co.nz
- Visit the iQ Help portal for a reminder of the required Support Documentation Required
- Documentation must be received **within 10 days** to avoid your payout being clawed back. This is because we legally need to confirm that the customer's identity has been validated.

Once you have processed and emailed through, any physical copies of the document should be securely destroyed or securely stored