

Flexirent Finance Solutions Process Guide

A PROPOSING/SELLING THE DEAL

Step 1 Offer the customer the advantages of Flexirent leasing

WHY FLEXIRENT?

- Fixed monthly payment
- Improve cashflow
- Put working capital to better use
- Afford a total comprehensive solution

Step 2 Help the customer decide which Flexirent Finance solution best fits their needs

WHY AN OPERATING LEASE?

- Flexibility to Upgrade during or end of lease term
- Ideal for rapidly depreciating equipment
- Payments are an operating expense & typically 100% tax deductible
- Can extend term and upgrade when ready

WHY LEASE-TO-OWN?

- When ownership is preferred at the end of the lease
- For assets that have a longer usable life (typically 3 years plus)
- Asset & liability – interest & depreciation claimed as a tax deduction

WHY FLEXILINE?

- When ongoing requirements exceed \$10,000 per annum
- Can mix & match Operating Lease or Lease-to-Own
- Make fast & convenient multiple draw-downs as low as \$1,000

Step 3 Work out the price of the deal/invoice

Step 4 Calculate the payment using Flexirent's Quoting Calculator: You can request the calculator to be emailed to you via customerservice@flexigroup.co.nz or call us for a quote on 0800 444 827

Step 5 Encourage the customer to apply over the phone which is the quickest method of applying. Make them aware there will be questions asked on their income and/or total turnover/revenue

FLEXIRENT

B CUSTOMER APPLICATION

If the customer is with you –

Step 1 Set up the application

- Call 0800 444 827. Advise the consultant:
 - » Your name & your business/store name
 - » You have a customer applying for finance
 - » Your Flexirent Terms & Conditions Booklet number (see Page 16 if you have one)
 - » What equipment is being leased
 - » The exact price of the deal/invoice
 - » Operating Lease or Lease-to-Own
 - » The term e.g. 36 months

Step 2 The application

- Put the customer on the phone to go through the application – typically takes 10 minutes
- The credit decision is given first to the customer, then to yourself
- If approved, specify to the consultant how you would like the paperwork to be sent i.e. fax or email

If the customer is not with you –

Step 1 Set up the application

- Call 0800 444 827. Advise the consultant:
 - » Your name & your business/store name
 - » You are setting up a Quote
 - » Your Flexirent Terms & Conditions Booklet number (see Page 16 if you have one)
 - » What equipment is being leased
 - » The exact price of the deal/invoice
 - » Operating Lease or Lease-to-Own
 - » The term e.g. 36 months

Step 2 The application

- Ask the consultant for the reference number
- Advise the consultant you will get the customer to call
- Contact the customer and have them call
- 0800 444 827 quoting the reference number
- If approved, the customer will be emailed the paperwork, and you will be copied in

NB: If the customer prefers a paper-based (Fax or Email) application this can be organised. Ask the consultant about this option.

C PAPERWORK & PAYMENT

Paperwork to be returned

Step 1 Have the forms signed and/or completed

- Approval Confirmation page (optional)
- Signature Page & Tax Invoice (contract)
- Business Use Declaration (if applicable)
- Payment Method Form
- Direct Debit Form (if applicable)
- Evidence of 1st monthly payment paid in advance
- Proof of Identity
- Your Invoice

Step 2 Payment

Speed up payment by faxing completed paperwork to 0800 444 864 OR scan and email to nzsettlements@flexigroup.co.nz. Originals (only required for customers making future payments by direct debit) can be posted later.

- Payment will be made 'same day' for paperwork received before 2.30pm
- Payment will be delayed if there is something missed in the paperwork. You or the customer will be contacted to get it sorted out

Things to note:

- Terms & Conditions (printed or in the booklet) are NOT required back, and should be given to or kept by the customer
- To be safe, products should be released only after all the paperwork requirements are complete

Key A-B-C Process contact details:

Phone: 0800 444 827

Fax: 0800 444 863 for paper-based applications

Fax: 0800 444 864 for all other paperwork

Email: customerservice@flexigroup.co.nz for paper-based applications

Email: nzsettlements@flexigroup.co.nz for all other paperwork

Website: www.flexirent.co.nz

PROPOSING/SELLING THE DEAL

Refer to Page 1 of the Flexirent Process Guide

CUSTOMER APPLICATION

Refer to Page 1 of the Flexirent Process Guide. Besides applying over the phone, we have a faxable application form or a PDF version that can be emailed which the customer can edit. Please note: the PDF form will automatically be emailed to customerservice@flexigroup.co.nz by clicking "Submit" at the bottom left of the form.

PAPERWORK & PAYMENT

1. The Forms

- Approval Confirmation - this is your checklist to help you get everything right
- Signature Page & Tax Invoice – this is the contract the customer signs; someone else needs to sign as witness
- Business Use Declaration – only applicable for customers who are sole traders, or are using the equipment for business, investment or work purposes
- Payment Method Form – where the customer needs to select how to make their first payment, remaining payments and confirm delivery
- Direct Debit Form – to be completed if remaining payments are to come from a bank account

2. Evidence of first monthly payment (plus deposit if required) paid in advance via:

- Dealer Invoice - (preferred). If the customer pays you the first payment, FlexiGroup will pay the invoice amount less the first payment
- Credit Card - (preferred). Customer can complete the Credit Card Authority which is on the Payment Method Form
- Statement or Till Receipt – (preferred). You can provide a statement or a copy of the till receipt as proof of first monthly payment
- Direct Credit – Customer can direct credit into our ASB account - 12-3113-0004247-000 quoting their reference number
- Cheque – To be made out to FlexiGroup (New Zealand) Limited and posted with the completed paperwork

3. Proof of Identity

- Drivers license OR
- NZ Passport (if non-NZ passport, page confirming permanent residency required)

4. Your Invoice

- Include your details e.g. company name, GST number and invoice number
- Invoice to: FlexiGroup (New Zealand) Limited, P O Box 90935, Victoria Street West, Auckland 1142
- Include delivery address i.e. the customer's name and physical address
- Include the products with their price breakdown and serial numbers where applicable
- Include the total invoice price
- Include the words "first payment has been paid" only if the customer has paid it to you
- Completed paperwork can be faxed to 0800 444 864 OR be scanned and emailed to nzsettlements@flexigroup.co.nz

PLEASE NOTE:

- Sample paperwork is available upon request
- Products should NOT be released until all the above has been supplied to FlexiGroup
- Payment will be made when all the paperwork is returned completed correctly. Payment will be delayed if there are mistakes, and a Flexi-Group representative will contact you or the customer to correct them
- Terms & Conditions (printed or in the booklet) – these are NOT required back, and should be given to or kept by the customer

FREQUENTLY ASKED QUESTIONS

- *What person within an organisation should make an application? And what information should they have ready to present?* Typically a director of the company is the best person to make an application. They need to be made aware of our guarantor requirement, and that there will be questions regarding total turnover/revenue, net profit and/or director salaries.
- *Can I control where and to who the paperwork is sent to?* Yes. When you set up the application you can request a note be placed in FlexiGroup's system for where the paperwork is to be sent. Please be clear and specific. NB: If you will be seeing your customer shortly it is recommended you have the paperwork sent to you. Then upon visiting you have the customer complete it and ensure they have done it correctly.
- *Why should I take the first payment?* This way your payment is not delayed while we wait for a cheque in the post or a direct debit to clear in our bank account.
- *Who can witness the signatures on the signature page?* The witness can be anyone over the age of 18, who can verify the person signing the contract is the same person pictured on the proof of identity.
- *Can a third party pay for the agreement?* NO. The future payment details must be for a credit card or bank account that belongs to that individual or business.
- *What is the purpose of the Flexirent Terms & Conditions Booklet?* FlexiGroup is legally obligated to ensure our mutual customer receives our terms and conditions.
- *Why do I need to supply a Terms & Conditions Booklet number?* This lets FlexiGroup know that you have supplied the customer with a full set of up to date terms and conditions for their agreement to take with them. If you don't have a booklet, you can still do the deal. We will email or fax a full set of terms and conditions with the paperwork.