"FLEXI-FI" OVERVIEW

New Version Launching 27/08/2018

Seller Information Document

Flexi-Fi Europe

MISCELLANEOUS CHANGES TO ALL FLEXI-FI PRODUCTS

The minimum age for all Flexi-Fi applications is now 18. Applicants under 18 will not be able to make an application. The age scoring brackets remain largely the same – all under 23s will receive the same score.

The dishonour fee for all Flexi-Fi contracts (€80 - €30,000) is now €9. The customer will be charged a dishonour fee every time a scheduled payment is missed.

CCR CHANGES

On every application over €500 that has been referred for assessment, Flexi-Fi must verify the applicant's PPS number and address to comply with Central Credit Register guidelines. The applicant is now informed of this requirement throughout the application process. This check is not required for applications under €500.

APPLICATION FORM

The customer is now required to enter their mobile number at the beginning of the application. This is to allow Flexi-FI to check if the customer has an existing contract or application on file before they proceed. If the customer's information is found, this will pre-populate the application with their personal information, saving time during the application process.

If Flexi-Fi recognises the customer's information, the customer will be asked to enter their PPSN to verify their identity to let them continue.

Several changes have been made to the "Get Started" page to comply with the Credit Reporting Act 2013, including a warning, and a link to the CCR website.

Some fields have been amended slightly for clarity – e.g. the word "**Monthly**" has been added to the Accommodation Expenses and Other Payments sections.

When an application is referred, the text shown notifies the customer of the documentation that will be required before a decision can be made on their application.

ID VERIFICATION

We are currently trialling a new ID Verification service called Mitek. We are planning to eventually replace Jumio with Mitek, but for now we are using both services. When an application is made the customer may be asked to upload their ID through Jumio or Mitek.

Mitek checks if an ID photo is blurry, bright enough etc before it allows the customer to upload it. This will reduce the number of requests for alternative ID photos once an application has been submitted.

On a desktop application, photos provided through Mitek must be uploaded from the PC itself and cannot be taken via webcam. If this is found to cause a delay, the customer can save their application and resume from a mobile device. A photo can easily be taken and uploaded on a smartphone or tablet.

JUMIO
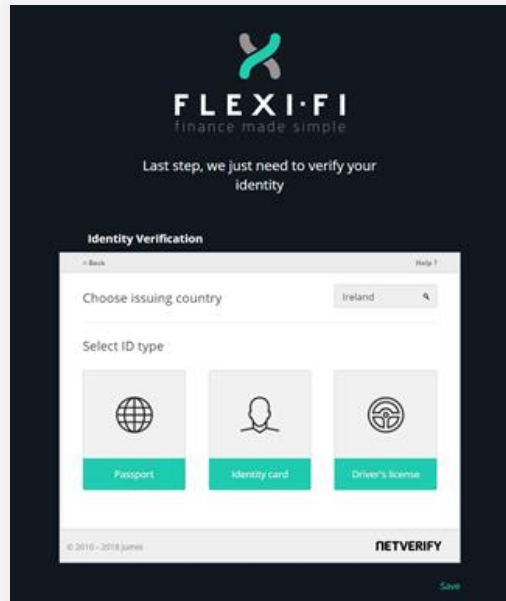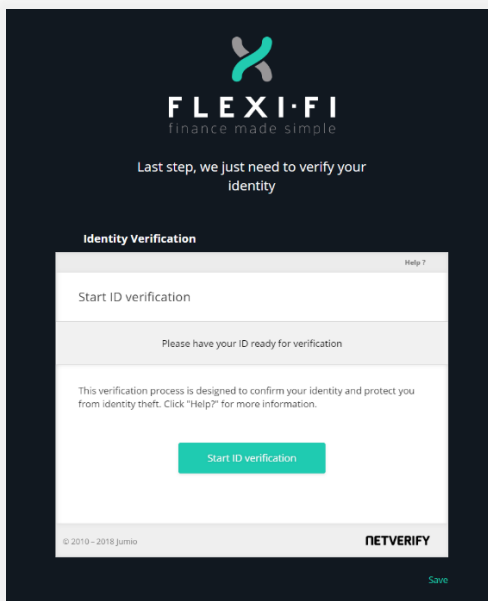
MITEK
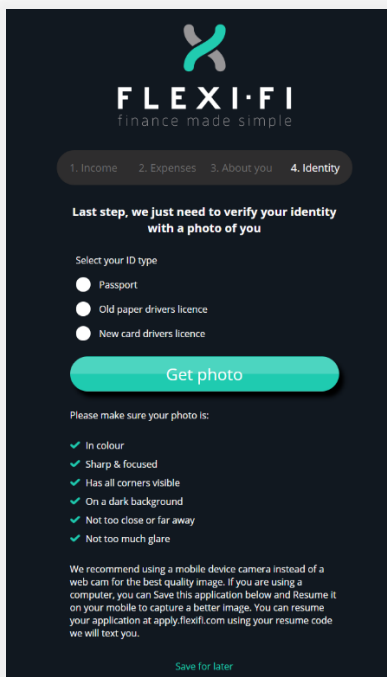
EXISTING CUSTOMERS

It is now easier for customers with previous Flexi-Fi applications or finance to apply and make additional purchases.

- Customers looking to make a new application will now be encouraged to do so through **their portal**. When a new application is made through the buyer portal, many of the buyer's details are pre-populated into the application form. The mobile number that shows at the start of the form **cannot be amended**.
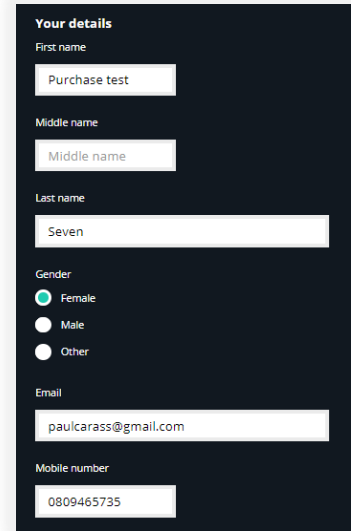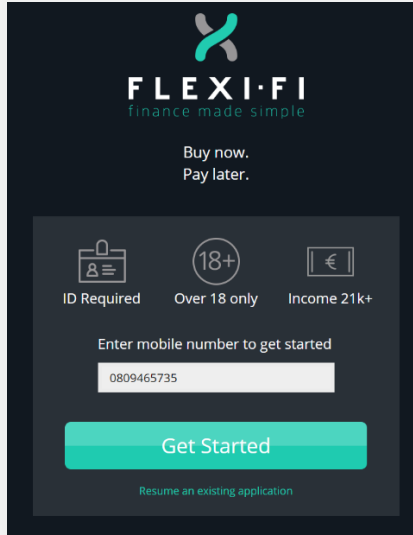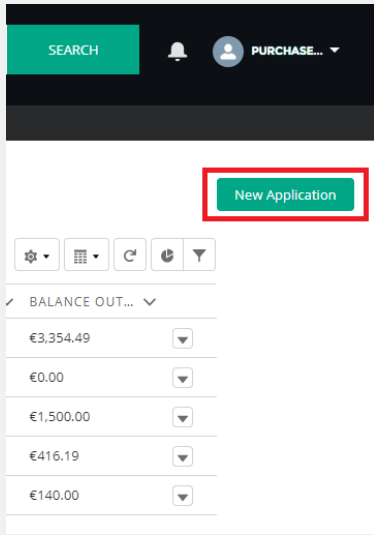
- When a customer makes their first purchase, their card details are stored, and these details appear on the Payment page when a second purchase is started. If more than one card has been used on various purchases, the customer can select any card previously used when making their new purchase.
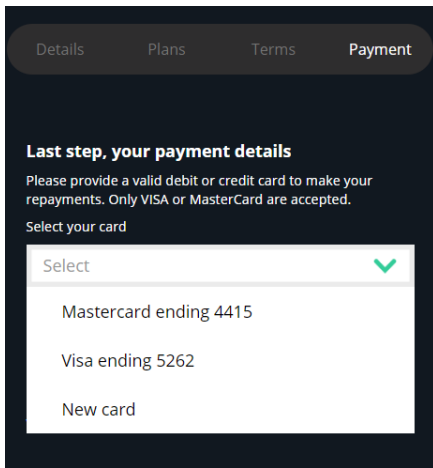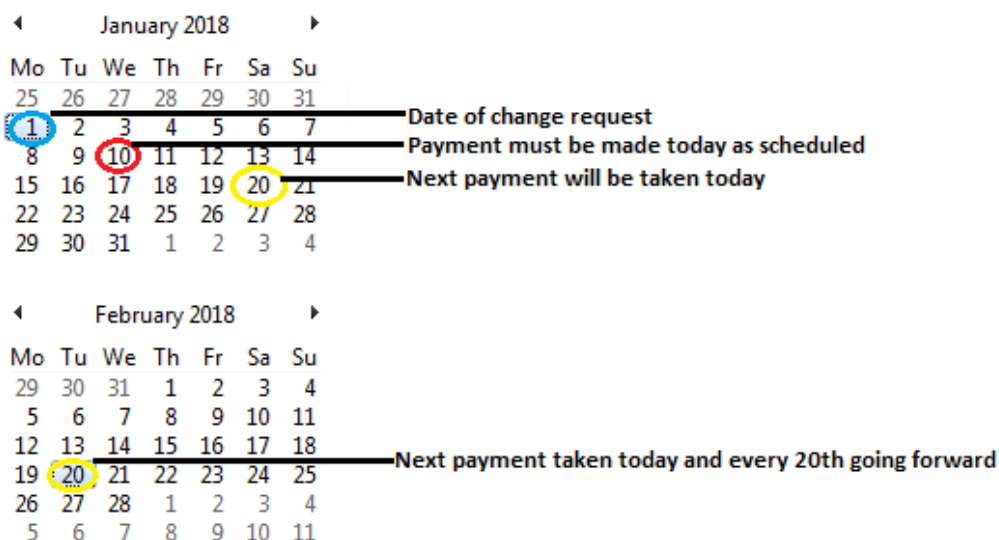

REPAYMENT DATES

The customer now selects their next repayment date at time of purchase. This date can also be amended by the customer through their buyer portal. The repayment date options shown will depend on the product – fortnightly contracts only have repayment dates available within the next 2 weeks after purchase, monthly contracts will allow the customer to choose a date within one month of purchase.
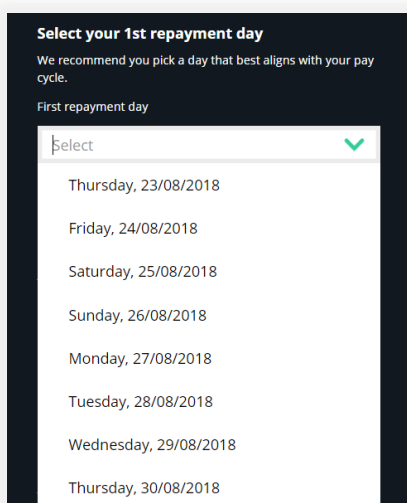
CHANGING REPAYMENT DATES

If the repayment date on a contract is amended through the buyer portal, the customer will be made aware that they need to make their next upcoming repayment, due on the original agreed date, before their repayment date will change.

For example, if today is the 1st of the month and a customer requests their repayment date to be changed from the 10th to the 20th today, they will need to make their next repayment on the 10th and then their payment date will be changed to the 20th.
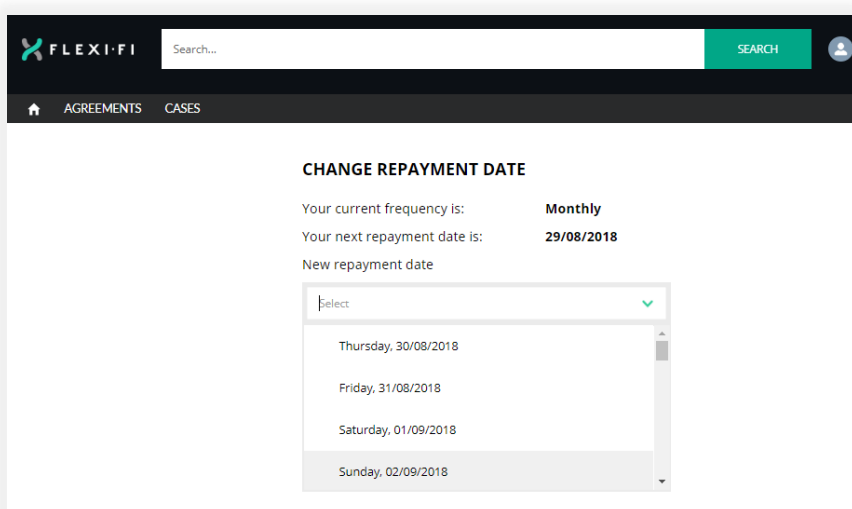

REPAYMENT DATES – PURCHASE

The repayment date is selected by the customer on the Payment page, where the card details are also provided. Note that the date selected cannot be tomorrow – the first repayment date possible on all purchases will be the day after tomorrow.

REPAYMENT DATES – BUYER PORTAL

The repayment dates of individual agreements can be changed in the buyer portal. The agreement's next repayment date will be displayed, and any date within the following fortnight or month can be selected.

SELLER REFUND

NEW: If a refund is required, **the store** now requests this through the **seller portal**. If a customer contacts Flexi-Fi for a refund, they will be directed to the seller who will request the refund. The amount to be refunded will be deducted from the next payment made to the seller by Flexi-Fi.

STEPS: To request a refund for a completed contract, access **Closed Purchases** in your seller portal. Click on the invoice number you wish to refund. On the next page, click **Refund Purchase**.

PAYMENT SUMMARIES

"Payments" has become "Payment Summaries" in the new seller portal. This is because payments to sellers are now made once a day, instead of every time a purchase is made. This payment will also account for any contract cancellations/refunds – the aim is to balance the seller's Flexi-Fi account with every payment.

Each time a payment is made to the seller a Payment Summary is issued. All previous Payment Summaries are available through the Seller Portal.
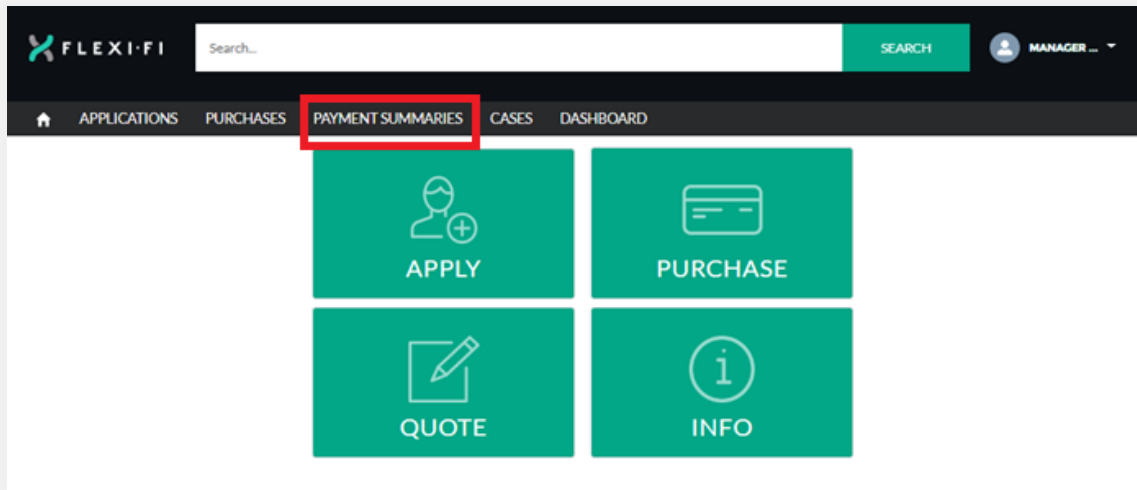
To access a payment summary, click on "Payment Summaries" and find the relevant invoice/purchase number. Click into the purchase records and choose "Related". The Payment Summary will be shown in "Notes & Attachments".