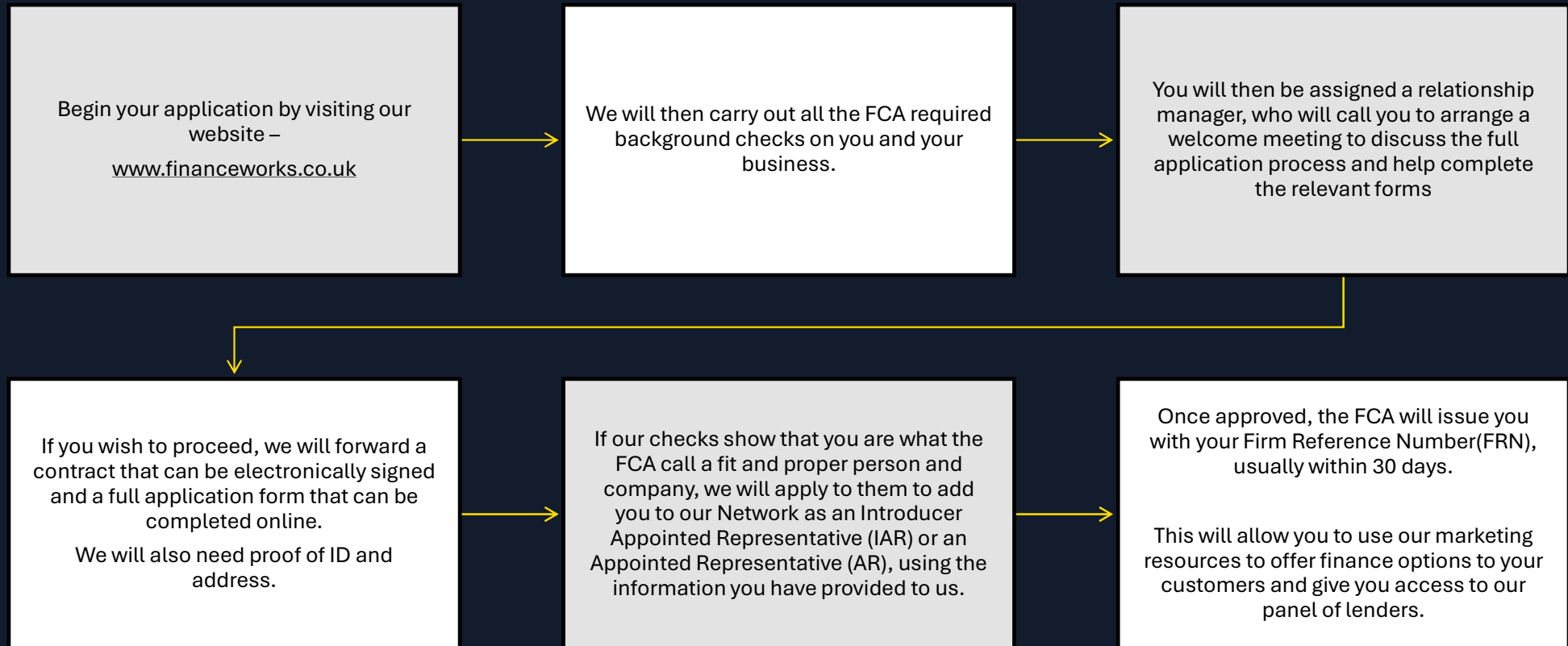


Retailer Journey



Retailer Journey

We will apply for approval with our lender(s) to see if they are happy for you to offer their loans through them. If not, we can still go ahead, with personal loans, which still increases sales.

We will also supply you with your very own bespoke quotation calculator. This enables your staff and customers alike to see what loan they can apply for.

We will train all customer facing staff to use the calculators and send links to the customers.
As an IAR, you are limited to what you can and cannot say to customers.
As an AR, you have more freedom to discuss finance. We will provide all the relevant training and information to you.

Monthly, we will monitor your regulated activities.

We complete monthly checks on your website for compliance and handle any complaints from your customers that relate to any product purchased on finance.

We will update you with any changes from the regulator or our lending panel. We will check if any staff have left or joined.
Any new staff will be trained before they offer finance.