Rearightplus

How to 'nail it' when offering PayrightPlus Loans

Aka Merchant Operating Guide

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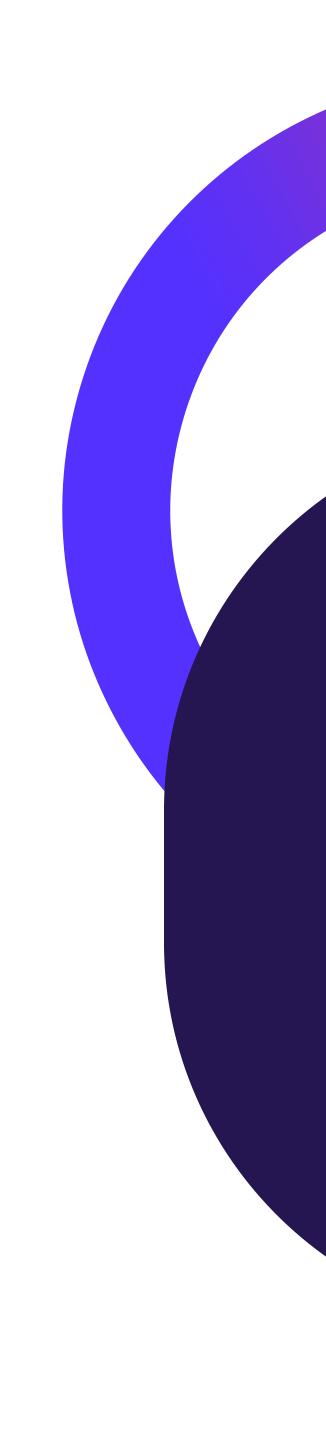


Do it right with Payright

We don't like to brag so we'll keep it short and sweet. We're an Australian owned point of sale finance provider.

With Payright, it's easy to offer a PayrightPlus Loan so that your customers can spread their costs over time and do it right.





The gist:

- Personal loans from \$2,001 up to \$30k
- Flexible repayment terms up to 60 months
- Dedicated local success manager supporting your account
- Dedicated customer support
- We pride ourselves on lending appropriately to customers



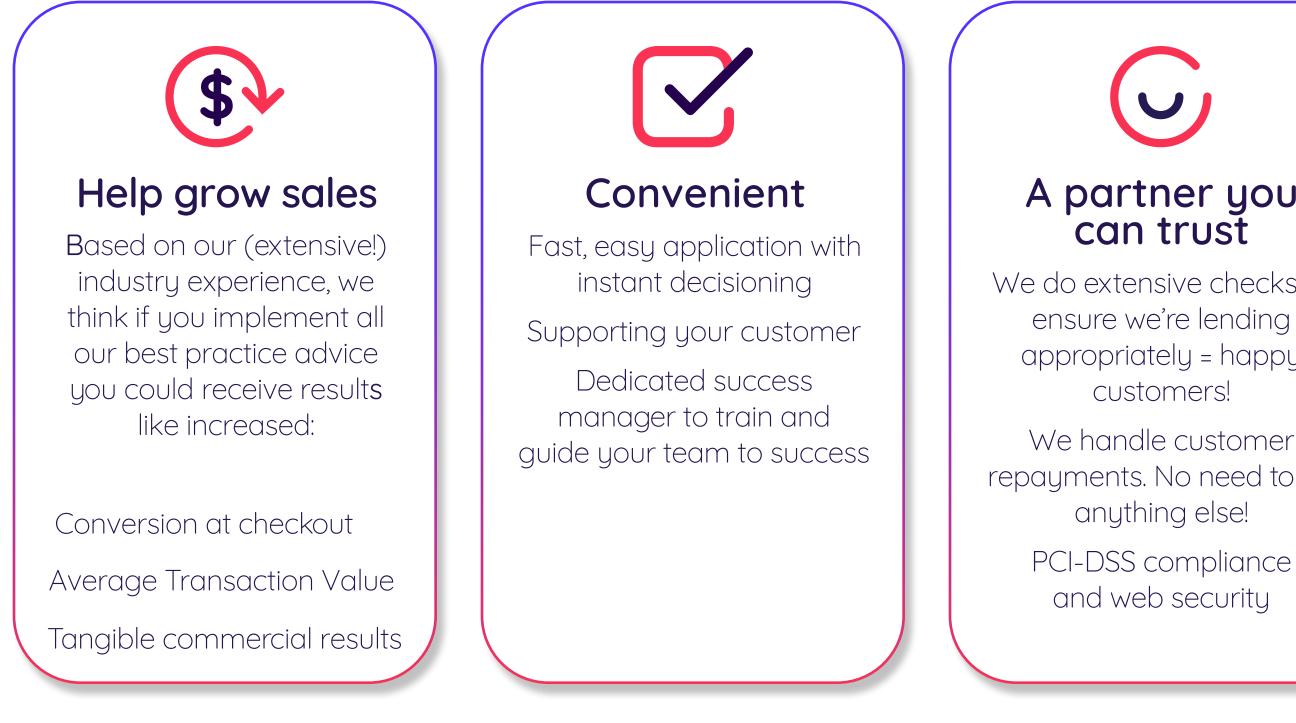






What's in it for you?

Our flexible solutions have been created and evolved to serve the different needs of businesses across our key verticals.



A partner you can trust

We do extensive checks to ensure we're lending appropriately = happy customers!

We handle customer repayments. No need to do anything else!

and web security



%

of consumers would buy something more expensive if a pay later service was available^{*}

*Source: Payright commissioned survey of 500 Australian consumers aged 18+, updated 2020



Who can use Payright?

Yeah, look at you go. You're ready to start a loan!

Our platform quickly assesses whether a PayrightPlus Loan is suitable for the customer. Most of the time, you'll get an instant decision.

Heads up, a credit check is required, and bank statement information will be needed to verify income.

It's important to ensure you are selling in line with your obligations under Australian Consumer Law. For more details <u>click here.</u>

Top Tip!

The goods/service should be for personal use only, not for business purposes.

At a glance:

- At least 18 years of age
- Holds a Australian driver's licence, Australian passport or other Australian identity documentation as accepted by Payright
- Permanent resident or citizen of Australia. No visas or international applicants
- The applicant must have a regular income partner and other household income is not accepted
- Current and verifiable email address and Australian mobile number
- Customers must have a current credit file and be able to provide access to bank statements electronically
- Application must be in the name of the person purchasing your goods or service and guarantors aren't accepted

Refer to <u>Payright's Target Market Determination</u> for more information on customers that are (and are not) eligible.



The nitty gritty of Distribution

Australian Distribution Obligations mean that you'll need to take steps to make sure you're distributing our products in line with our Target Market Determination (TMD).

Our TMD describes the target market for Payright's products and includes:

- Who is eligible to apply for a PayrightPlus Loan (and who isn't)
- How we distribute our product
- How you should manage complaints about Payright's products
- What to do if Payright's products have been distributed incorrectly

The PayrightPlus product must not be used for any unsolicited sales, i.e. door knocking, shopping centre displays and cold calling. 

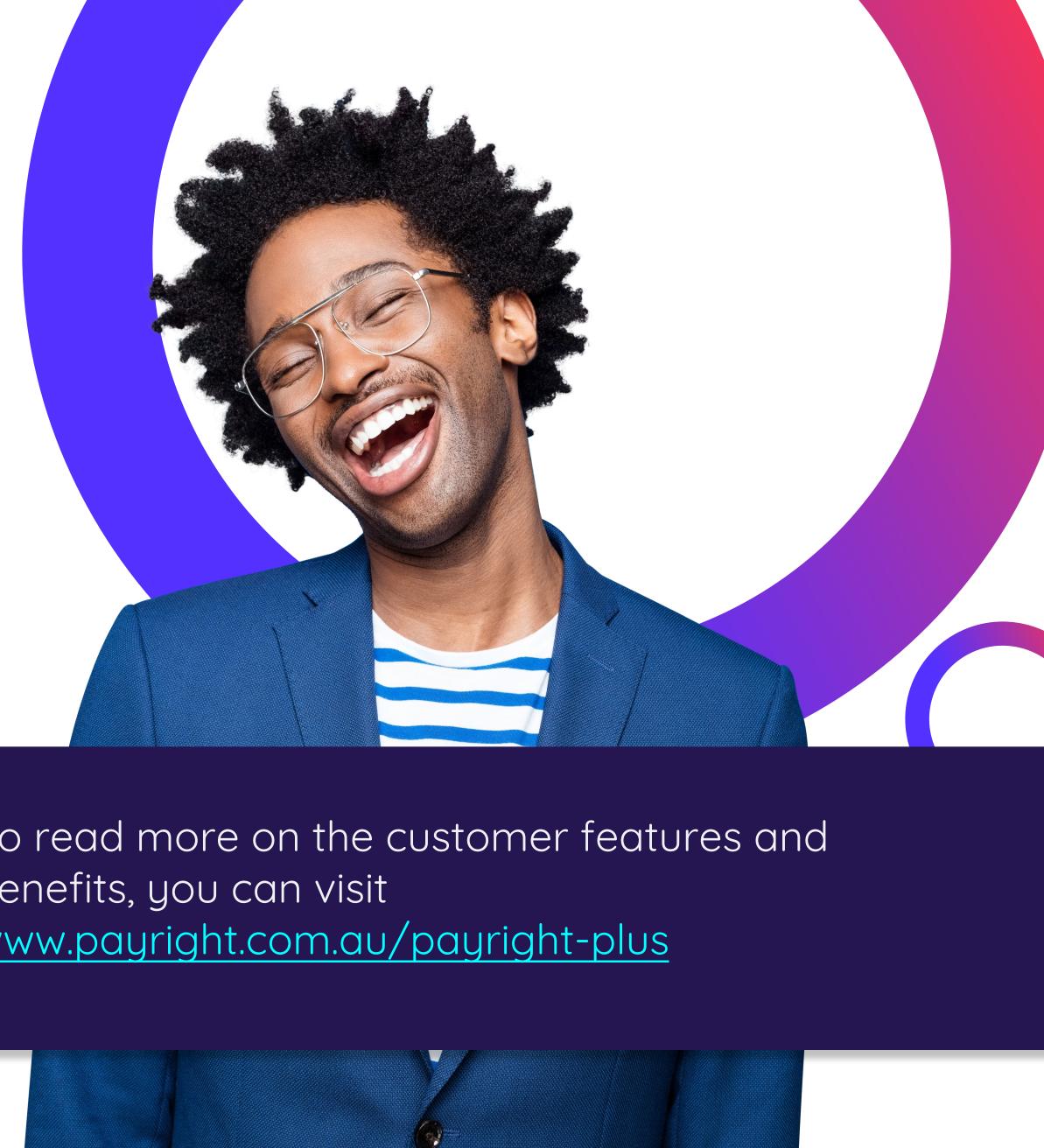
DDO = Design and Distribution Obligations TMD = Target Market Determination



Understanding our fees

We believe fees shouldn't be a surprise. There are some customer fees to be aware of. Here's how they work.

Loan amount	\$2,001- \$30,000		
Loan length & Origination fee To establish customer account, paid upfront	 Origination fee of \$99 for loans \$2001 - \$10,000 Origination fee of \$199 for loans over \$10,000 and up to \$30,000 		
Monthly loan management fee Paid with repayments, while account is open	\$8 per month		
Tailored interest rates Rates are awarded based on customer's credit history	Rates from 9.99% p.a. up to 22.99% p.a. ¹ (comparison rate 12.39% p.a 25.28% p.a.)		

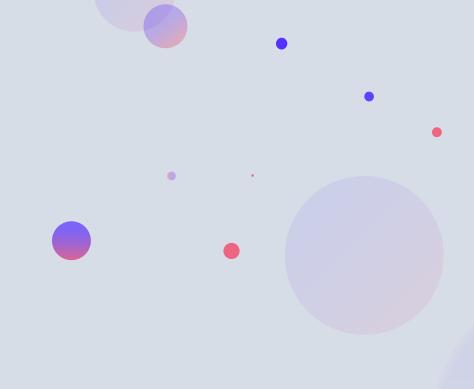


To read more on the customer features and benefits, you can visit www.payright.com.au/payright-plus



What it looks like for customers

- Customers are presented a payments summary (pictured on the right) with applicable fees before they submit their application
- Fees are also outlined in the email sent to the customer upon approval
- Customers can nominate a fortnightly or monthly payment frequency
- Payments must be made using a Visa or Mastercard credit or debit card. Customers can update their payment details by contacting Payright directly
- We won't charge early termination fees if your customer decides to make additional payments or pay the loan off early. We think that's great! They can do this by contacting Payright



Purchase Amount	Repayment Frequency Repayment Period			
\$7500.00	Fortnightly	•	24 months	•
.oan Amount				\$7500.00
nterest Rate			f	rom 9.99% p.a.
Drigination Fee (payable)	upfront)			\$99.00

52 Fortnightly payments from \$163.90^

Included in the above repayments is a loan management fee of \$8.00 per month (or \$3.69 per fortnight).

Interest rates range from 9.99% p.a. to 22.99% p.a. depending on your credit score.





Starting a PayrightPlus Loan



Introducing the Merchant Portal

Your access to everything Payright - make sure you save this link:

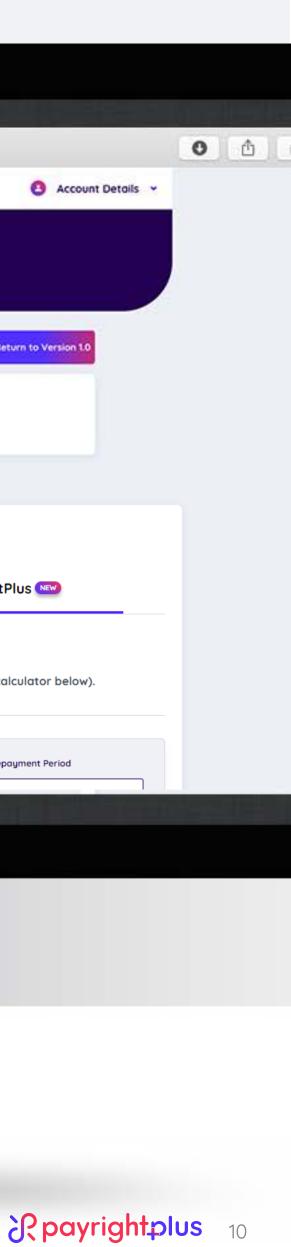
https://merchant.payright.com.au

From here you can:

- Start a new loan application via the PayrightPlus tab on your calculator (see below)
- Track loans in progress (see if the customer has completed the application)
- Activate Loans in order to enable settlement (more on page 15)
- Contact the Helpdesk
- Find your Account Manager's contact details

Payment Plan Tools					
Plan Calculator	PayrightPlus 🔍				
PayrightPlus					
The calculator is for personal loans with a	in interest rate (see calculator below).				

		⊜ payright.com.au		Ċ	_
Sba	yright		Dashboard	New Plan 🕴	Account De
	Hey Emily, Welcome to Poyright				
	Announcements			Return to Ver	sion 1.0
	CUSTOMER PROMOTION EXTENDED To help drive business to you, were offering all outcomers	a \$50 eGrft Voucher with their next Payright plan approved	by 15 October		
	Actions				
	B	Payment Plan Tools			
	9 Approved \$8360.00 Ready to Activote Total Value	Plan Calculator		PayrightPlus NEW	
	View Plans	PayrightPlus The calculator is for personal lo	ans with an interest	rate (see calculator l	pelow).
	0				
	6 Incomplete \$13680.00 Pending Total Value	Purchase Amount	Repayment Frequency	Repayment Per	iod
				10	avric



Staff access

Access Type	Description	
Adminstrator	Can do everything	
Create Loan	Can create loans	
View Loan	Can view their own loans only	
View All Loans	Can view all store loans	
Activate	Can activate loans for settlement	
Report	Can export a report of activity	
View MSF	Can view applicable merchant service fees	
Add Staff	Can add, change or remove staff details	

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a Store	ayright			Dashboard	New Plan	Account Details •	2
	Hey Emily, Welcome to Payright						
	Announcements				Return	n to Version 1.0	
		OTION EXTENDED					
			a \$50 eGift Voucher with their next Poyright plan approv	red by 15 October			
	Actions						
	C		Loan Calculator				
	9 Approved Ready to Activate	\$8360.00 Total Value	Sale Amount 5	Deposit 10% ¥ \$	0		
	View Plans		Payment Frequency Fortnightly	Payment Period 12 months		•	
	0		Sale Amount			\$0.00	
	6 Incomplete Pending	\$13680.00 Total Value	Deposit			-\$000	
					ار	oayright <mark>p</mark>	IUS 11



Electronic ID verification

As part of the application process we'll run an automated ID verification check on the customer. Customers will need to provide either:

- Australian Drivers Licence or
- Australian Passport

These are used to automatically verify your customer or client's identity electronically.

If the electronic ID check is unsuccessful, we'll send an email to the customer to double check their ID details and update any errors.

If it's still unsuccessful, you'll need to verify their ID manually. See p13.



Top Tip!

When entering ID details, make sure they appear **exactly** as shown on the ID provided:

- ✓ ID number
- ✓ First/middle/last names
- ✓ Date of birth

Any errors, such as typos, missing middle name/s, or putting info in the wrong fields (e.g. putting ID number into date of birth field, or vice versa) will cause the electronic ID verification to fail, causing a delay in the decisioning.





How to complete manual ID verification

If the automatic ID check is unsuccessful, you'll need to complete a physical ID verification. Your customer can provide one of two options.

Option A	P
1 of the following forms of current (not expired) identification:	Australian Birth Certificat
Australian Drivers Licence	Australian Citizenship Ce
Australian Passport	Australian Government is
Australian issued Proof of Age Card	pensioner concession ca

Step 1: Scan or photograph the documents from Option A OR Option B

Step 2: Email copies of the documents to applications@payright.com.au with the following certification declaration on or accompanying the copies or photographs:

"I have met with the customer and collected the ID documents face to face. I have witnessed the original documents and am satisfied that they reflect the identity of the customer"

In unexpected circumstances (such as lockdown), call or email us to talk about how to conduct ID verification when you can't be face to face.

Or Option B lease obtain one form of ID from each column below

ertificate

ssued concession card (either a rd, or health care card)

Notice from an Australian Government Agency issued in the last 12 months, including ATO Notice of Assessment or Centrelink Notice

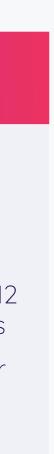
Utilities bill such as water, gas or electricity issued in the last 12 months that includes customer name and residential address

Bank statement issued in the last 12 months stating customer name and residential address

Top Tip!

To ensure an ID check can be completed:

- The applicant must be pictured in the document (Option A)
- The details must match the information in the application
- ✓ ID must be current and not expired



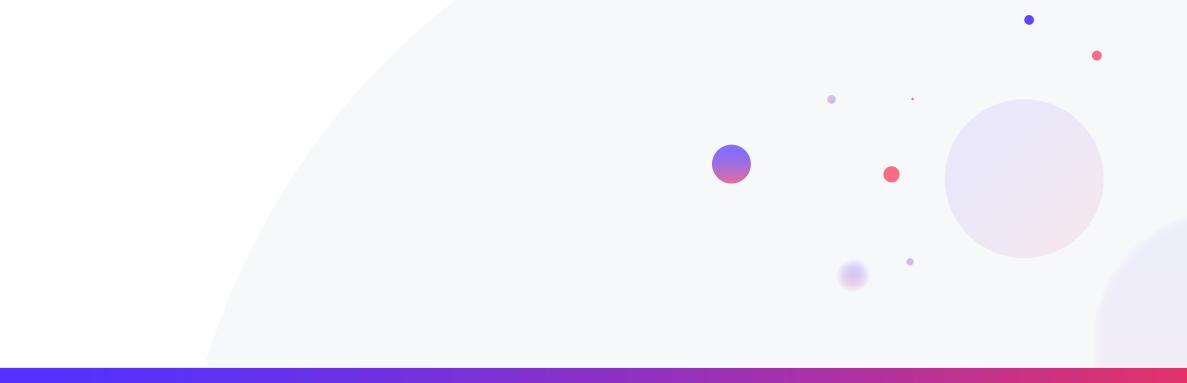






Application outcomes

Status	
Pending	The application is currently incomplete. Please encour them. You can also resend the application link to your
Review	We may require more information from your custome time via email or SMS about what's needed to assess t
Approved pending ID	Application is approved but we were unable to electro SMS about what's needed to assess their application in
Approved	Application is approved and the loan is ready for activ
Declined	The application is declined. Please do not submit anot
Active	Great job! The loan has been activated and funds will l



prage your customer to complete their application by clicking on the link emailed to r customer via your merchant portal.

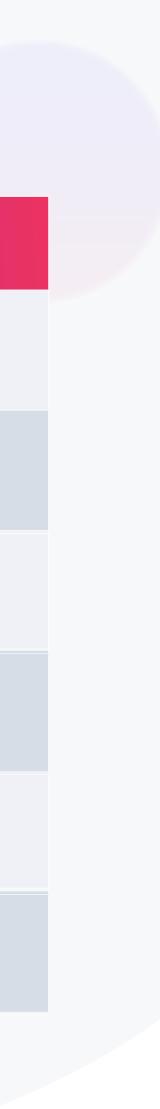
ner in order to approve or decline their application. Your customer will be notified in realtheir application.

onically verify your customer's ID. Your customer will be notified in real-time via email or including if you, as the merchant, need to physically verify your customer's ID.

ivation.

other application for this customer.

be settled by the following business day.





Activating the loan, and settlement (cha-ching!)

Have you provided the goods or commenced service? Then it's time to celebrate because now you can activate the loan and get PAID!

Like everything else Payright, it's easy to do.

- 1. When a loan application is approved, it will be available in the Merchant Portal for activation
- 2. Navigate to the loan and click the 'Activate' button
- 3. Once activated, funds will be deposited into your nominated account less the merchant service fee (if applicable) by the following business day



Before you hit that 'Activate' button, there's a few requirements that need to be met:

- The customer/client must have received the goods or services; or
- C Delivery has been arranged (to arrive within 8 weeks of activation); or
- If installation is required, installation has been completed

Don't activate the loan unless the applicable requirement is met, otherwise the loan may be subject to cancellation and chargeback.





Things that happen after you start a loan





Cancellation and refund for active loans

Cancelling a Payright Loan

If you need to cancel an active Payright Loan, please submit it to us in writing. Cancelling a loan might mean a full or partial refund to the customer, and you'll need to refund the settlement back to Payright. We'll also reimburse the merchant service fee back to you if one has been paid.

Your cancellation or refund policy

As part of offering Payright Loans, you must have a cancellation or refund policy that complies with Australian Consumer Law, outlines your approach, and that customers can access via your website.



Email

To cancel a loan just follow these steps

Contact us

help@payright.com.au, about loan cancellation, including customer name, loan number and refund amount

Confirmation

step

Payright will confirm the cancellation in writing and direct debit the settlement amount due from you

step

Notification

We'll notify the customer of any applicable adjustments







Customer complaints

If a customer is unhappy with our product, we want to make it right. If a customer wants to make a complaint about a Payright product, there's a few ways they can do it:

Call us on **1300 338 496**

Email us at <u>complaints@payright.com.au</u>

Please don't respond to or manage any complaints about Payright products. Direct any complaints to the channels above and we'll manage these with the customer.

We may need to ask you for information or supporting documents regarding a complaint from time to time. If that happens, we appreciate your cooperation and prompt responses within 48 hours, so that we can resolve the matter as quickly as possible.

Want to know more?

For further information: Payright Complaints Handling Policy

<u>Merchant General Terms</u> <u>Payright TMD</u>

What if we receive a complaint about your products or services?

If we receive any complaints about your offerings, we'll let you know. We know you're like us and want to make it right too!



Important information



The golden checklist

- Ensure PayrightPlus is not being used for unsolicited sales
- O Distribute Payright's product in accordance with **Payright's TMD**
- Ensure the applicant meets Payright's <u>eligibility criteria</u> before applying (see page 5)
- \checkmark Take steps to minimise fraud to the best of your ability (see page 25)
- The applicant and the person purchasing your product/service must be one and the same. You cannot submit an application for a guarantor or in a third party name
- \bigcirc The details you gather are for the applicant only and the information you collect is accurate and current
- The mobile phone number and email address provided belongs to the applicant. Alternate contact details cannot be accepted. Note: This is critical because we send them important disclosure information
- You can not apply a payment fee or increase the cost of your products or services on a PayrightPlus Loan
- Only activate plans in accordance with the Merchant General Terms
- Please refer any complaints in relation to Payright Loans directly to Payright (see page 18)
- C Ensure you are selling appropriately. See here for guidance

Top Tip!

Double check the customer info in the application is correct. Accurate data is your number one priority. It avoids decisioning delays, application declines, or even reimbursements. It also makes sure that our product is suitable for your customer.

Top Tip!

We have designed our processes so you don't have to worry. By following the processes set out in this guide you can be confident you are meeting all your requirements.



Something not quite right?

Payright prioritises the safety and security of all our customers and partners. You can do your bit in preventing crimes such as fraud, including identity theft.

Regardless of the application process, you should always sight the customer's ID when they are coming to pick up the goods. Check the photo, make sure they are who they say they are!

If you are delivering the goods, check the delivery address matches the address captured in the application.

Be on the lookout for suspicious customer behaviour. Examples include:

- Changing contact details the same day they made the application.
- Providing multiple addresses or contact numbers.
- Getting flustered when asked questions.
- Unable to verify their details i.e.) name, phone, address on profile and say they will come back later.

Be aware of fake IDs, ensure you look closely.

If you are suspicious or unsure, call us on **1300 338 496**. We are here to help.





What to do if something's gone wrong?

We understand that sometimes things go wrong.

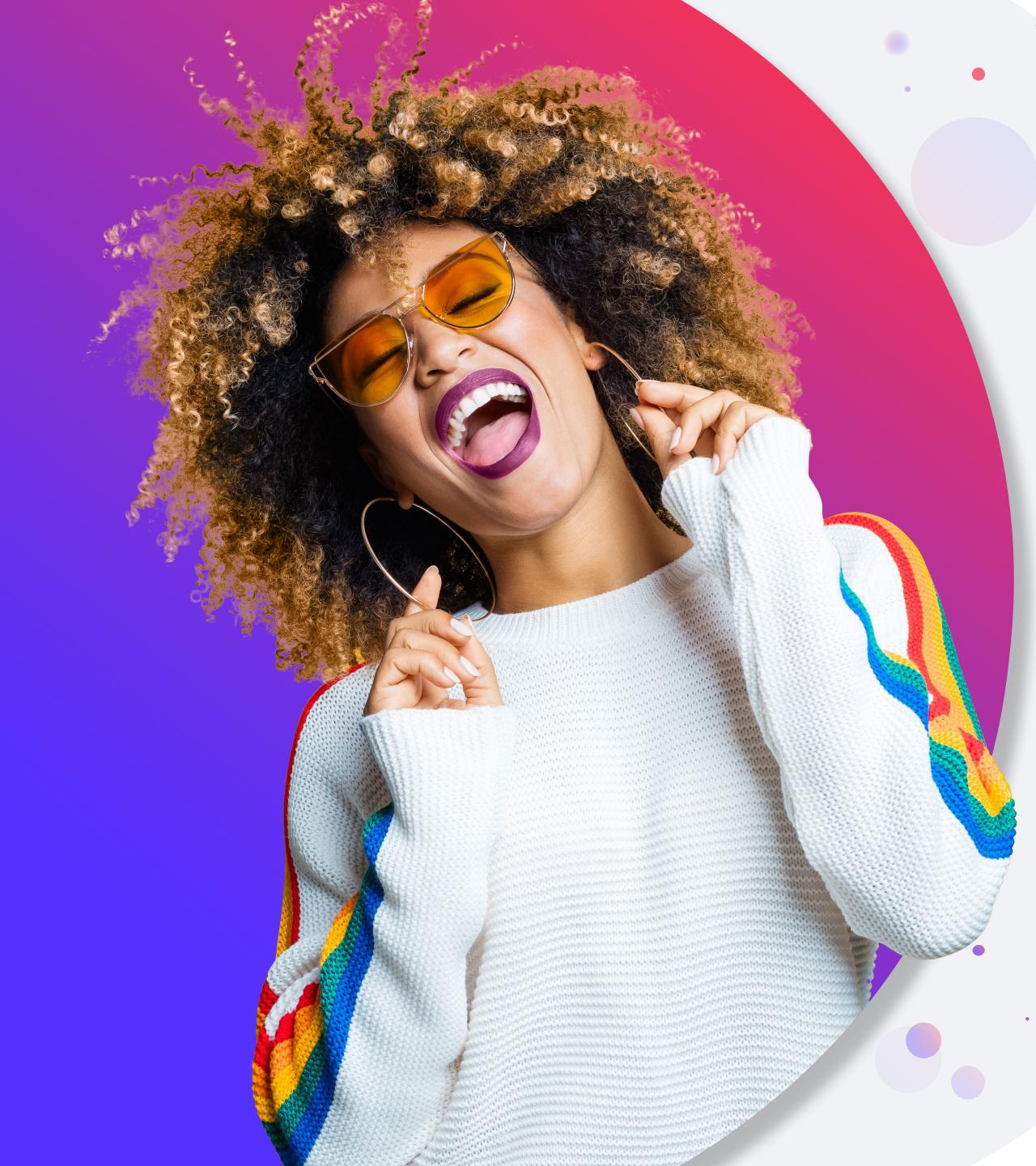
If you become aware of any non-compliance with important requirements as outlined in this guide, you're required to let us know in writing within 10 business days. Make sure to include as much detail as possible about:

- ✓ What went wrong?
- ✓ What caused the issue?
- Has the issue been remediated?
- ✓ What steps were taken to remediate the issue?

Please email help@payright.com.au







Congratulations! You're ready to go live!

You're ready to offer Payright! We're so excited to welcome you as our newest partner.



If you have any questions about the information in this guide, please contact your Customer Success Executive.

For customer enquiries or application questions, please call our friendly team at Payright HQ.



Merchant enquiries

8am - 8pm from Monday-Friday



1300 338 496

<u>help@payright.com.au</u>

General Enquiries



applications@payright.com.au

New or Existing Application Enguiries

Rpayright



