

LENDER PROCESSES & FOLLOW UPS

EVOLUTION FINANCE

Follow-up Line

☎ 0800 021 2019- Applications Hub Follow-up

Email address to send pending documentation/resubmissions

✉ sos@evolution.za.com cc Sabelo.Mvuyana@Evolution.za.com

On subject line quote- Client ID number / Approval number (e.g. 930825../ HFS 101215..)

Merchant support if the Hub is taking long to assist

☎ 082 310 5492- Sabelo Mvuyana ✉ Sabelo.Mvuyana@Evolution.za.com

☎ 082 311 0323- Ndavela Magcoba ✉ ndavela.magcoba@evolution.za.com

PROCESS WHEN APPLICATION IS VETTING

VETTING STAGE 1 - Application has been submitted and not yet processed

VETTING STAGE 2 - Client documentation assessed

VETTING STAGE 3 - Affordability/eligibility assessed using bureau information and client's documentation

VETTING STAGE 4 - Application pending client contact for verification purposes and if all goes well, they will approve the application

VETTING STAGE 5 - Supervisor's basket, this is a stage where they are doing thorough checks, it may be that something is pending which EF need clarity on, employment letter needed, etc.

VETTING STAGE 5 AUTHORISATION OF DEBIT ORDER MANDATE - If mandate has already been approved you may ignore or if client could not approve while in store due to network issues or having no app or cellphone banking then mandate is sent to the bank for client to approve within.

READY TO DISPATCH - Loan has been approved, this means you may dispatch goods

TIPS & TRICKS

- ❖ Provide clients with the vetting contact number to ensure verification calls from EF aren't marked as spam.
- ❖ Confirm client's number is accurate and they've received EF'S initial SMS before proceeding.
- ❖ Client number must be registered for inContact, if not ensure that debicheck is accepted same day to ensure smooth process.
- ❖ If struggling with OTP, contact EF Hub for assistance.

Required information:

- ID Number
- Merchant Code
- Name and Surname

EF Hub Instructions:

- Request to resend OTP
- EF will call client's phone directly (client must be present).
- **Note: Ensure client is available during the call.

Struggling with OTP for initial draw down? Call EF Hub, they'll provide OTP **without** client being present.

LENDER PROCESSES & FOLLOW UPS

KANGA FINANCE

Follow-up Line

☎ 031 310 7100- Applications Hub Follow-up

☎ 073 570 6505- WhatsApp Follow-up

Email address to send pending documentation/resubmissions

✉ docs@kanga.co.za cc info@kanga.co.za

On subject line quote- Client's ID number/ Contract number (e.g. 930825.../ 17412...)

PROCESS WHEN APPLICATION IS VETTING

CREDIT RISK ASSESSMENT - Application has been submitted and unprocessed.

RETRIEVED FOR ASSESSMENT - Someone has been allocated to work on the application.

ROLLED BACK ASSESSMENT - Application may be pending documents, insufficient or incorrect info has been provided or client to be contacted to verify before approval

APPLICATION DIARISED - The application is currently pending with Credit Risk Assessment; Kanga needs to contact client directly to verify additional information.

AGREEMENT DOCUMENT CREATION PROCESS STARTED - Affordability or eligibility has been finalised and application is approved, contractual agreement is generated accordingly.

PENDING CONTRACT DOCUMENTS - Contractual agreement is ready to be signed by the customer.

LOAN AGREEMENT INDEXED - Client has signed and agreement has been uploaded for Kanga to verify.

PENDING DEBICHECK VERIFICATION/ DEBICHECK FOLLOW-UP - Client needs to get ready to accept Debicheck mandate with the contact number registered on cellphone banking.

DEBICHECK COMPLETE - Client has approve the mandate, Kanga will process funds to be paid out to merchant and/or to the client's nominated bank account provided that it was requested before submission.

CREDIT COMPLIANCE - Deal is ready to payout

CONTRACT ACTIVATED - Proof of payment is sent to merchant that money had been disbursed.

TIPS AND TRICKS

- ❖ Before declining an application, ensure you review the decline reason.
- ❖ You can recapture declined applications if clients documents and credit score indicates eligibility.
- ❖ Delayed Request – Clients accepting mandates at the bank must return to the store afterward. Admin will update Credit Ease accordingly, **marking the process as complete**. This is crucial for SASSA clients, who typically visit town only once a month.

LENDER PROCESSES & FOLLOW UPS

FIN FINANCE (THUTHUKANI)

Follow-up Line

 012 804 1443 Applications Hub Follow-up

Email address to send pending documentation/resubmissions

 You may write anything on notes

 Upload pending documents

Merchant support if the Hub is taking long to assist

 071 855 5077- Asanda Ntseke  asanda.ntseke@fin.africa

PROCESS WHEN APPLICATION IS VETTING

Under “Application sent to TTK”:

APPLICATION RECEIVED AND NOT YET PROCESSED - Submitted but not yet attended by a consultant

PENDING CLIENT AND CONTACT AND EMPLOYMENT VERIFICATION - At this stage the consultant assigned to the deal is verifying work details and also do living expenses with customer to do affordability check; loan gets pre-approved or lower offer generated

PENDING MANDATE - If client agrees with everything, they will expect the client to accept the debicheck mandate which is sent immediately after all verification is done.

LOAN APPROVED - Client’s loan at this stage has been approved and it’s on queue to be disbursed which gets paid with the next batch which is normally after 15hrs from Monday - Friday.

DISBURSED – Deal has paid out, and at this stage the deal has moved from “Application sent to TTK” to “Completed applications”. To see if the POP is available you need to go to “Customer Search” and insert client’s ID number, click ‘Search’ and if the POP is available to download, you will see it at the bottom of the screen.

TIPS & TRICKS

- ❖ Ensure clients have network coverage before sending OTP when they’re not in-store.

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CAPITEC BANK

Capitec's process involves an in-store "quick check", followed by client referral to the bank for final approval. Verification and final approvals are done at the bank and we receive Proof of Payment (POP) from Capitec.

For stores that do not have Capitec branches in town, you may select 'call me back option', the client will receive an sms from their phone which contains a reference number and they will also be notified that they will be called in the next 48hrs for verification purposes. The credit admin will then be required to send **client documentation together with quotation** to the consultant working on the application and final approval will be done there (either at the Capitec branch or by the Capitec hub if the 'call me back option' was used.

DO IT RIGHT THE FIRST TIME, WE DON'T ALWAYS GET A SECOND CHANCE!

NEDBANK

Follow-up Line

☎ 0860 300 400- Applications Hub Follow-up

Email address to send pending documentation/resubmissions

✉ myapplication@Nedbank.co.za cc NadineWe@Nedbank.co.za

On subject line quote reference number/ case number (e.g. 10021121882)

Merchant support (if the Hub is taking long to assist)

☎ 073 943 6389- Nadine Webb Nedbank

✉ NadineWe@Nedbank.co.za

PROCESS WHEN APPLICATION IS IN VETTING

Finalise Front office Interaction - Submitted and not yet processed

Verify Affordability and Employment Information/Verify Bank Information/Finalise Verification - Verification on documentation, employer and banking in progress

Fraud investigation - Application is at specialised credit, something is being verified, it could be that they are unable to do confirmation of employment/missing documentation/system could not pick up something while capturing and they are busy having a closer look at it before approval.

Back office - Something is pending, it may be incomplete/unclear documentation they require, Debicheck mandate that needs to be approved, pending client contact or they can't reach client for confirmation of loan, require employment letter etc.

Verify Delivery Confirmation - Deal is at payout, a Nedbank consultant is assigned to call customer to confirm loan application details.

Distribute arrangement bundle documents - Deal has been paid out, they are busy preparing payout documentation (confirmation of loan and remittance advice).

Confirm Verification Quality/Finalise/Finalise Provisioning - FICA and other verifications of documents is being done at this stage, before POP (remittance) is issued.

Finalise Case - Deal has paid out, remittance advice/POP is sent out.

TIPS AND TRICKS

After submitting your application, always:

- ❖ Send required documents (ID, payslip and bank statement).
- ❖ Accept the mandate on the same day.

This prevents multiple resubmission attempts by Nedbank, reducing the risk of application being declined.

- ❖ **Transactional History Requirement:** Ensure transactional history printouts always have a stamp.
- ❖ **Payslip Requirements:** Attach an original payslip, not older than 6 months, with the printout.
- ❖ **Application Follow-ups/Escalations:** Email Nadine for efficient tracking and resolution.
- ❖ **Pre-Submission Checklist:** Double check application form and pre-agreement for accuracy before submitting.
- ❖ **SPOA Amendments:** Do not amend existing SPOA, instead:
 - Send cancellation request (quoting reference or case number on the email subject line) to Nbplfsapp@Nedbank.co.za
 - Wait for confirmation of cancellation and recapture application.