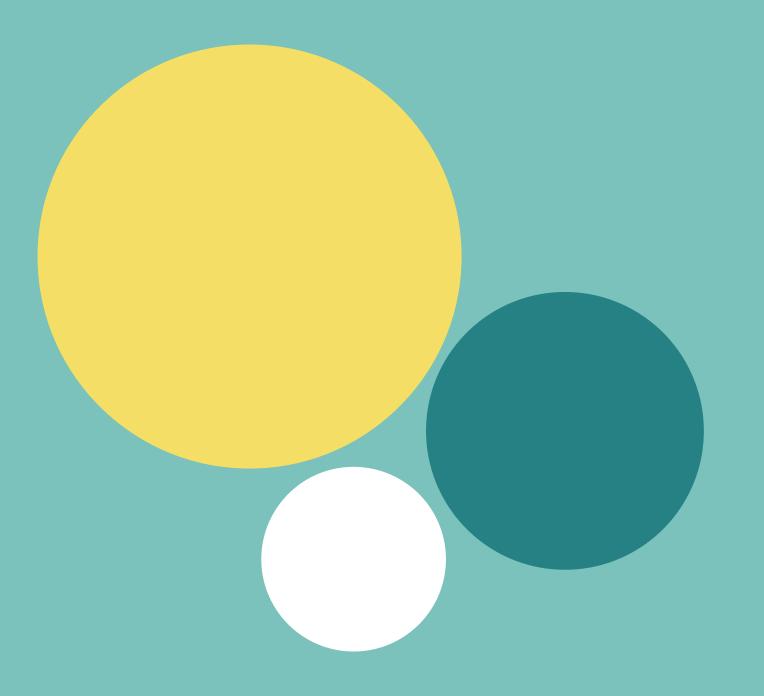


**PARTNER PORTAL GUIDE** 

## HOW TO APPLY FOR A WISR LOAN





### READY TO **GET STARTED?**

Welcome to Wisr! This guide runs through how to use our Partner Portal and seamlessly write Wisr loans.

Not sure if Wisr is a good fit for your client?

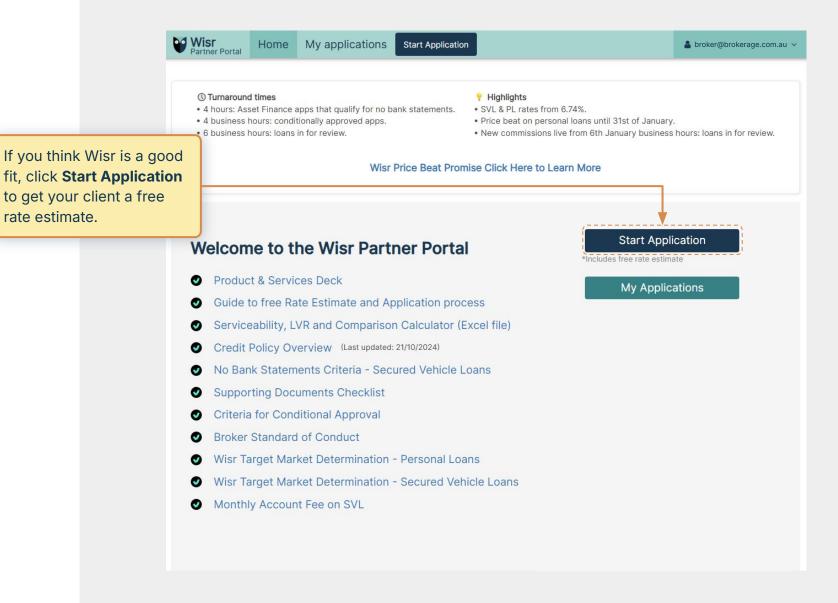
rate estimate.

To get a feel for our products, just check out our:

- **Product and Services Deck**
- Credit Policy Overview
- Servicing Calculator

#### **PLEASE NOTE**

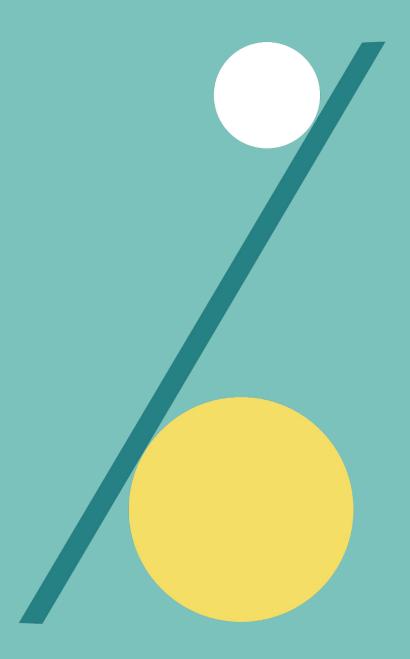
The rate estimate is based on your client's Equifax OneScore and does NOT impact your client's current credit score.





**CHECKING ELIGIBILITY** 

# WISR RATE ESTIMATES





### ENTER THEIR DETAILS

You'll need to enter a few of your client's details so we can run a rate estimate.

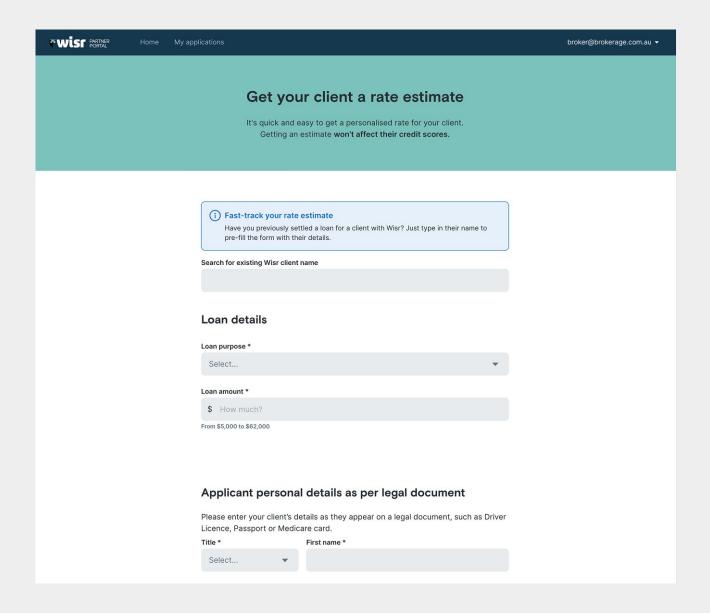
This will only take a couple of minutes.

Want to make a joint loan application? You can add a second applicant once the application has been submitted.

Remember, here at Wisr we base the rate on whichever applicant's OneScore is the highest.

### **IMPORTANT**

Please share our Privacy Consent Form with your client using the link provided and ensure you have consent from your client to proceed with their rate estimate.



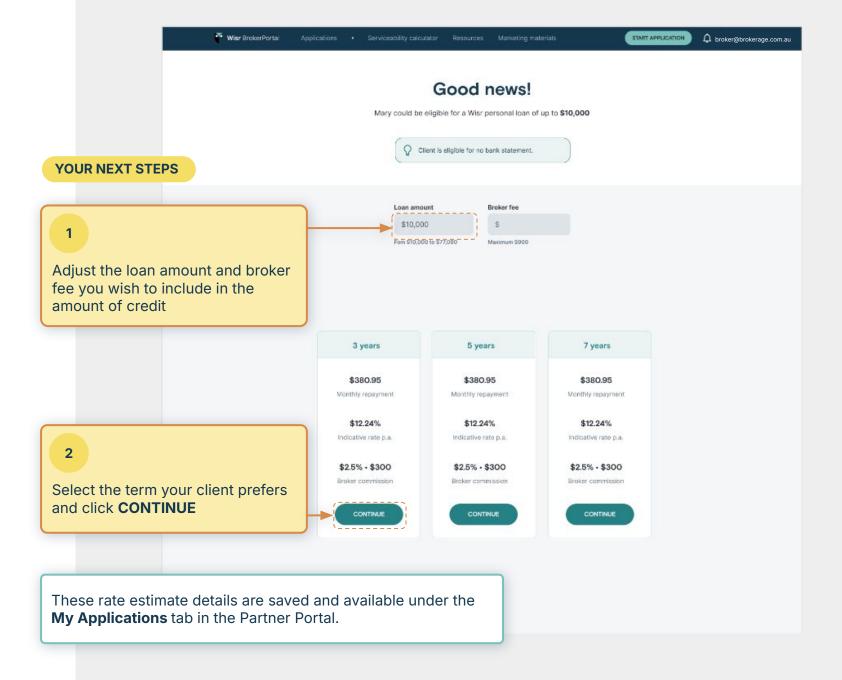


### PERSONAL LOANS

Success? Great. You now have a personal loan rate estimate for your client based on a "soft" Access Seeker enquiry with a credit bureau.



Your client's credit score and our rate estimate may change once the application has been submitted.





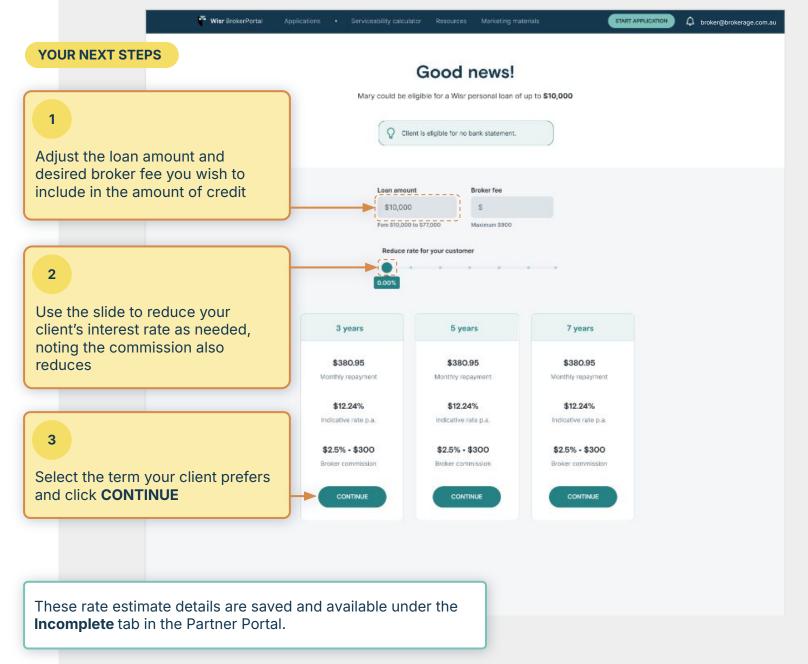
### ASSET FINANCE LOANS

Success! You now have an asset finance rate estimate for your client based on a "soft" Access Seeker enquiry with a credit bureau.

#### **PLEASE NOTE**

Your client's credit score and our rate estimate may change once the application has been submitted.

Broker fees must be disclosed to the consumer and comply with Wisr's broker agreement and relevant credit legislation.





### OTHER OUTCOMES

Unfortunately, there may be times when you don't get the outcome you hoped for.

This may be because the client data you have doesn't match the credit bureau database, or simply that a rate estimate cannot be provided.

The error message should tell the story, however do contact your BDM to discuss Plan B.

#### **IMPORTANT**

If your client has an Equifax OneScore below our cutoff levels, we will not be able to assist them with a Wisr loan.

#### -wisr

### Thank you William

Error's credit score has not been impacted with this enquiry.

We could not offer a rate estimate for Error as there was no match in the Equifax database for the details you provided. Take a look at the options below to progress Error's application.

### Contact your BDM or Partner Support

If you're in doubt about what to do, please reach out to your BDM or contact our Partner Support team on 1300 992 007 or (02) 8379 4008.

#### Tweak the details, try again

Equifax can be sensitive to small discrepancies between what information they have on file and what you provided. For example, Equifax may not have a middle name in their database and, if you included it, this could cause a mismatch.

If you believe your client does have an Equifax file, you can tweak the details and try again.

REVIEW THE DETAILS

#### Skip the rate estimate

If you client is under 25 years of age or has recently migrated to Australia, it's possible they do not have an Equifax file yet.

If you believe your client may not have an Equifax file, you can proceed to an application without a rate estimate. Please note that an Equifax file will be created for your client when you apply and it will be impacted by the application.

SKIP TO APPLICATION

#### \*wisr

### Thank you William

Unfortunately we found that LowScore's circumstances do not meet our credit policy requirements and the request for a rate estimate is declined.

Please reach out to your BDM if you have any questions.

LowScore's credit score has not been impacted with this enquiry.



### NO MATCHES

We may not be able to find a match in the credit score database for various reasons.

In this instance, please refer to the <u>Wisr Consumer Loans Rate Card</u> on your Wisr Partner Portal homepage to check the available rates.

Need more details? Just reach out to your BDM who will be happy to help or workshop a scenario.

#### WHAT ARE YOUR OPTIONS?

Contact your BDM, or if you are happy with the potential rates available to your client, you can click 'Skip to application' and submit it.

#### \*wisr

### Thank you William

Error's credit score has not been impacted with this enquiry.

We could not offer a rate estimate for Error as there was no match in the Equifax database for the details you provided. Take a look at the options below to progress Error's application.

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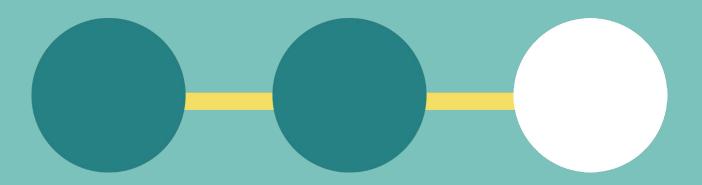
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SKIP TO APPLICATION



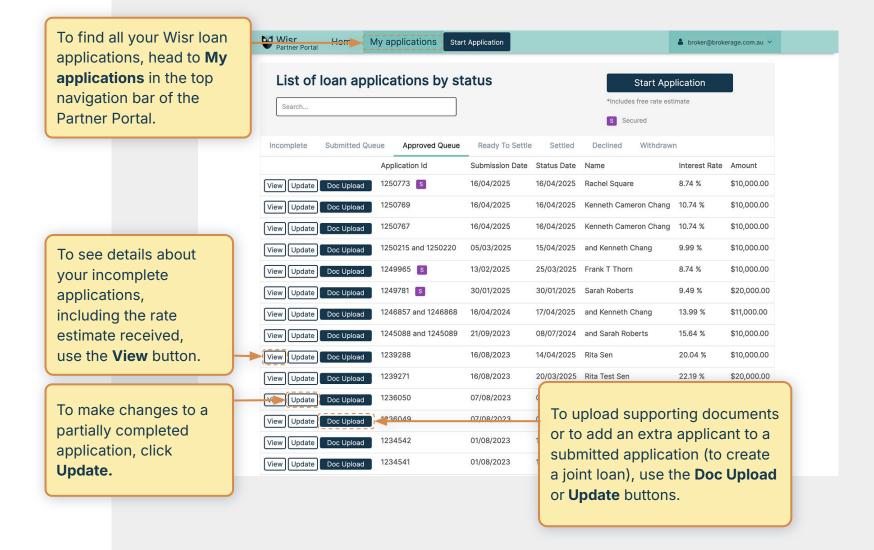
### **LOAN APPLICATION**

## APPLYING FOR A WISR LOAN





### MANAGING YOUR APPLICATIONS





### GETTING STARTED

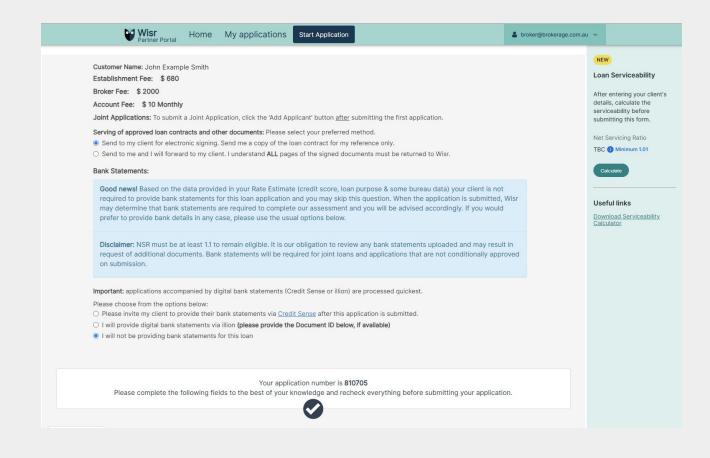
Happy with your client's rate estimate? Great. The next step is to complete and submit your client's application.

At the start of the form you'll need to select how you wish to distribute loan contracts and provide the applicant's bank statements to us.

For some asset finance applicants, you will see a blue box indicating they may not be required to submit bank statements.

#### **PRO TIP**

Applications with no digital bank statements are usually assessed faster (where permitted by our credit policy).





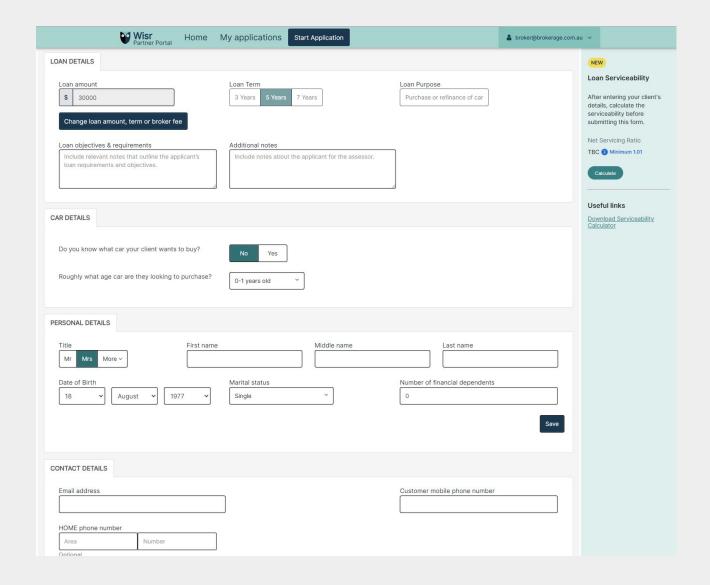
### PART 1

At the start of the form, you'll need to provide:

- Loan details please provide us with as much relevant information regarding the loan and objective as possible, as well as other relevant information about your client
- Personal details
- Contact details
- Identification

#### **PRO TIP**

Add as much detail as possible for "Loan Objectives and Requirements", plus any other file notes to assist assessment in the box provided. More is better.

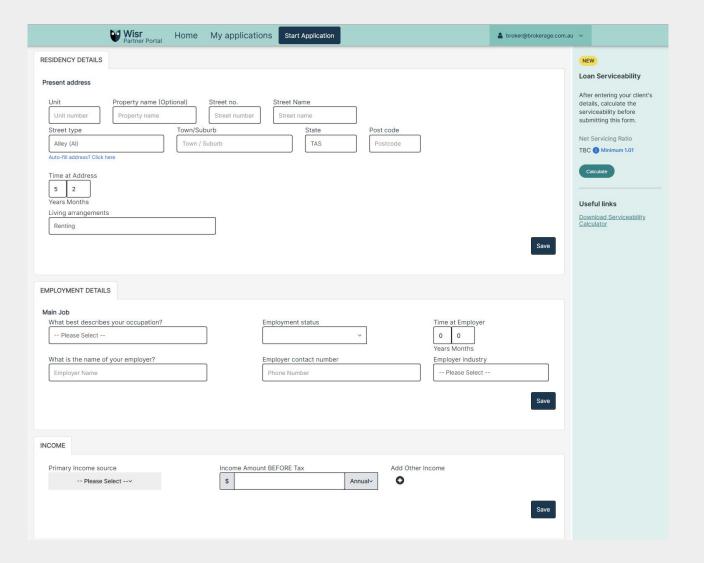




### PART 2

The next step is to provide us with:

- Residency information
- Employment details
- Income details
- Assets





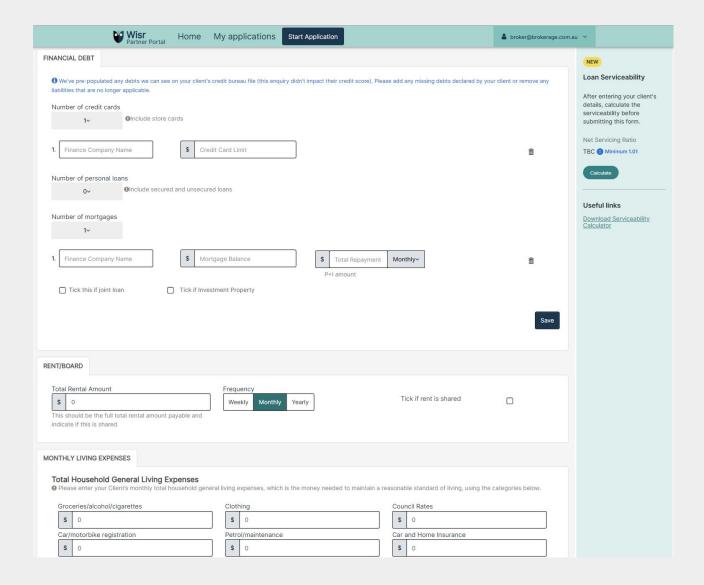
### PART 3

### Finally, you'll need to add:

- Debts and liabilities
- Living expenses
- Bank account details

### **PRO TIP**

To save you time, we'll pre-populate any liabilities that are visible in your client's Access Seeker file. Please give them a once over and add any additional liabilities that you're aware of.





### DOUBLE CHECK THE DETAILS

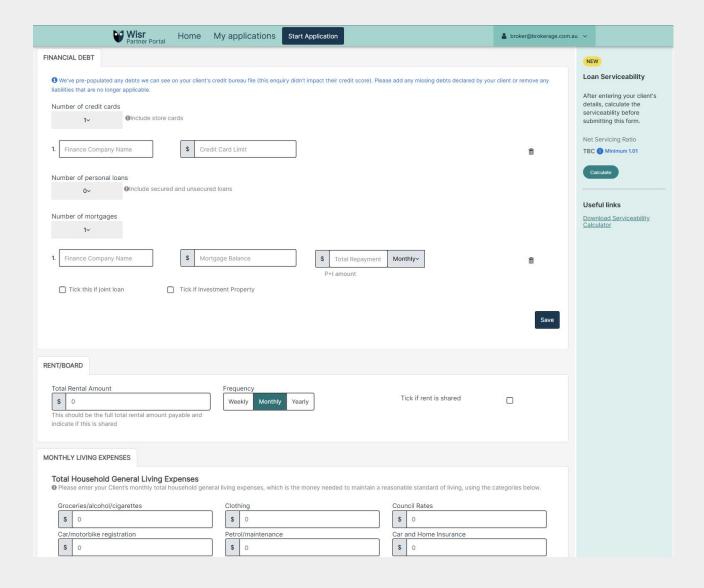
Before you submit your client's loan application:

- Double check all the information you've entered is correct
- Calculate the loan serviceability using the calculator in the sidebar. This will tell you if your loan is serviceable or not. Not serviceable? We've run through your options on the next slide.

All looking good? Great. Go ahead and submit!

#### **PRO TIP**

Don't forget to calculate the loan serviceability using the calculator in the sidebar. This is a really handy way of checking all the information you've entered looks correct before submitting the application.





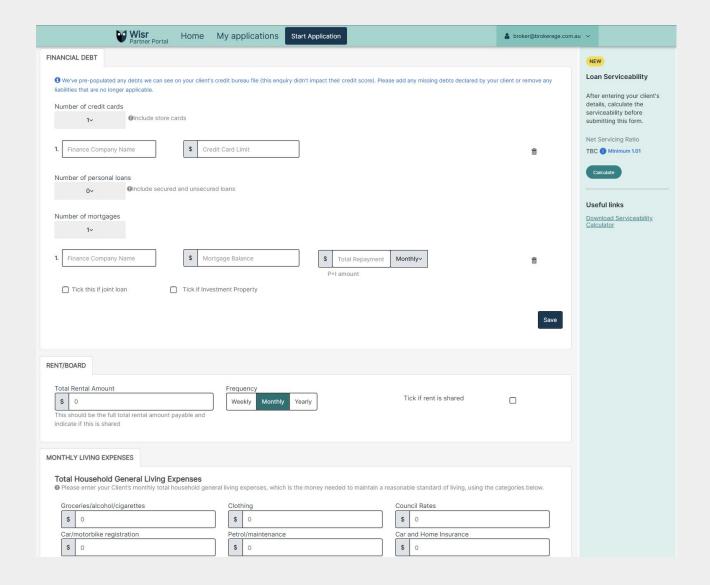
# NOT SERVICEABLE?

If the loan serviceability calculator is saying the loan isn't serviceable, you have a few options:

- First, double check the income and expenditure numbers, there may be an error you can fix.
- If there are no errors, the next step is to call your BDM or our Broker Support team.
   Our BDMs are happy to workshop scenarios with you.
- If you don't have time to call, you are able to Submit Anyway and the application can be discussed with our Broker Support team post submission.

#### **SUBMITTING A JOINT APPLICATION?**

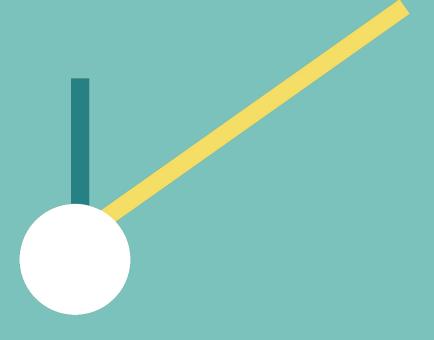
If you are submitting a joint application and this is the first leg, press **Submit Anyway**. You will be given an option to add the partner's details post submission.





**LOAN APPLICATION** 

# ASSESSMENT AND APPROVAL





### PREPARING FOR ASSESSMENT

Once you've submitted your client's loan application, you'll see this screen.

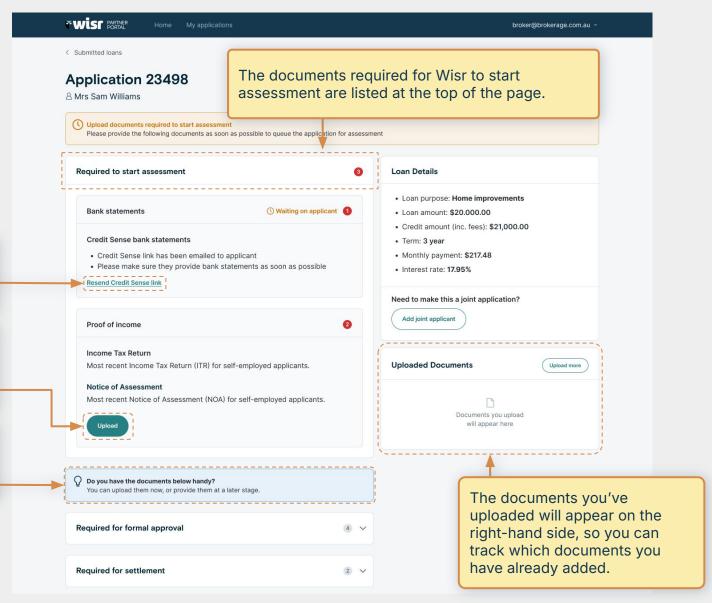
You can provide your client with a Credit Sense link for them to add their bank statements.

Upload any other documents required directly in the Partner Portal by clicking **Upload**. Once a document has been uploaded, it will disappear from the list.

You can also view the documents that will be required later on in the application approval process. If you want to get ahead, you can upload them here.

#### **PRO TIP**

Providing the documents required for formal approval now will massively speed things up later!

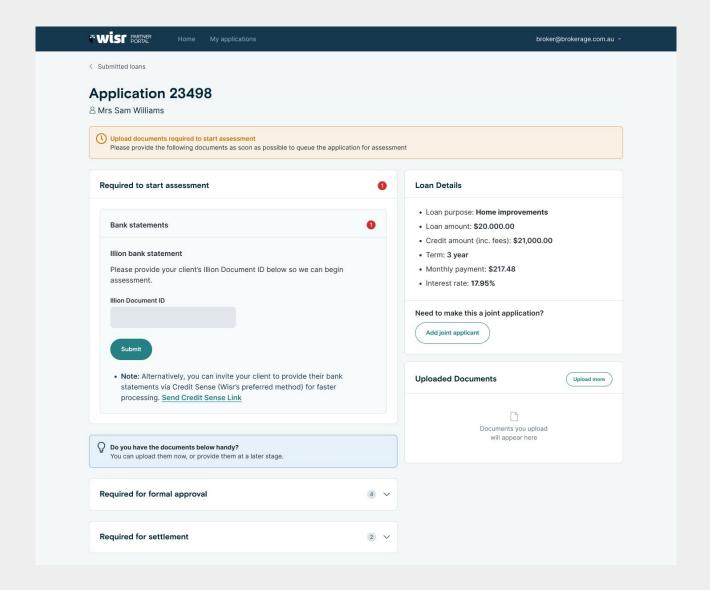




### PROVIDING AN ILLION ID

If your client is unable to use the Credit Sense link to upload their bank statements, you can provide their Illion ID post submission.

You can indicate whether or you'd prefer to provide your client's bank statements via Illion ID on the application form.





# ADDING A JOINT APPLICANT

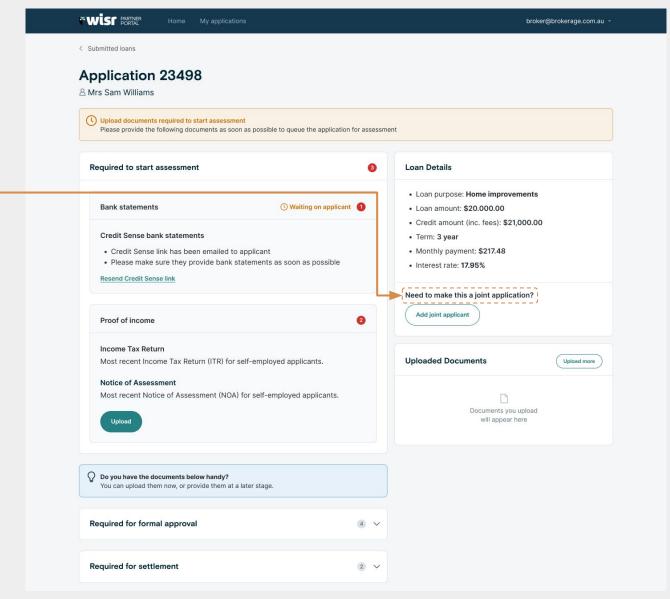
You can also add a joint applicant at this stage using the **Add joint applicant** button on the right-hand side.

You'll then be taken to a form to fill in the second applicant's details.

Don't forget, at Wisr we set the interest rate based on the stronger credit score of the two applicants. Please quote both applicants individually before considering a joint application.

#### **IMPORTANT**

If the first applicant has very low servicing capacity, you may be shown a decline message after submission. This message will have a button to allow you to add a joint applicant.



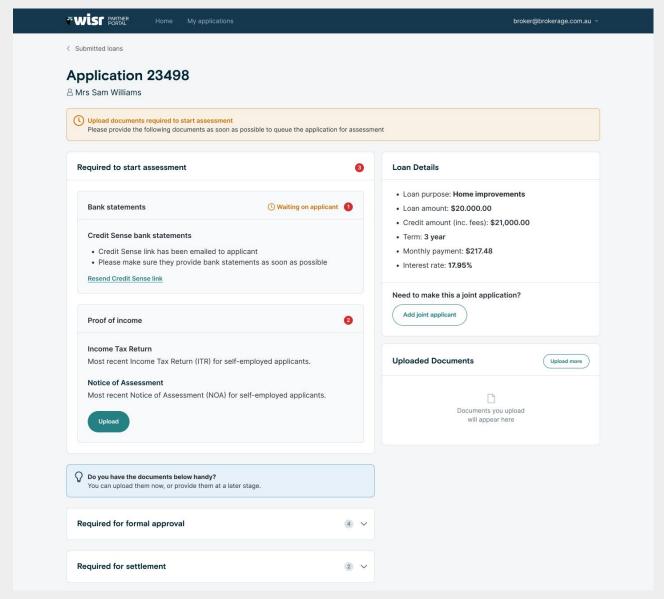


### JOINT APPLICANT DECLINES

If the first applicant does not meet our servicing criteria, the application may be auto-declined after submission.

For married and de-facto applicants, you'll see a decline message and the option to add a second applicant.

If the first applicant was declined for other credit policy reasons, the button will not appear. In this case, contact Broker Support for more information.





# READY FOR ASSESSMENT

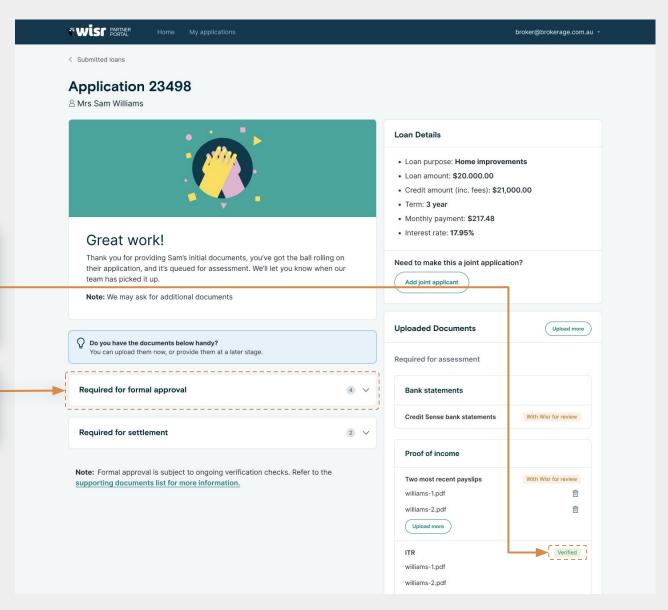
You'll see this screen once you've provided all the documents required for assessment.

You can track the review status of each document on the right-hand side. This will tell you if the document has been verified or is with us for review.

You can also upload any documents needed for formal approval and settlement to speed things up later.

#### **IMPORTANT**

Your loan application can't be queued for assessment until we've received all the documents required for assessment.

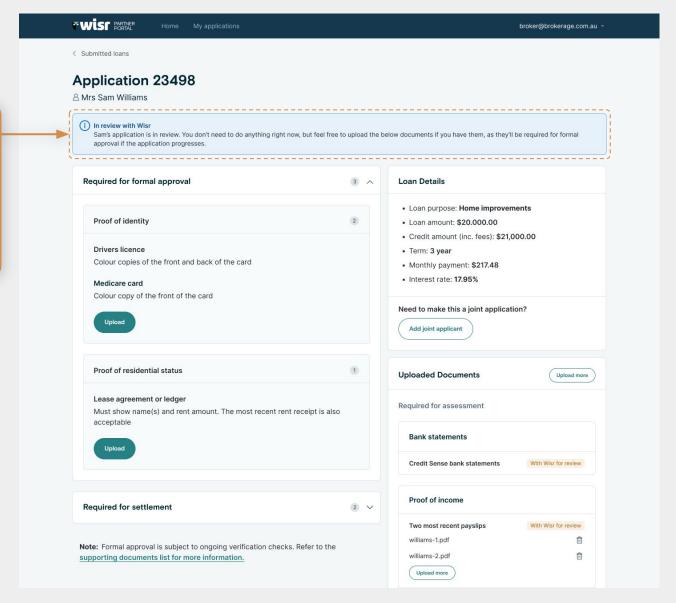




### IN REVIEW

Your loan application will then be moved from the queue to be reviewed by an assessor.

You will be notified of this by the blue box at the top of the page.





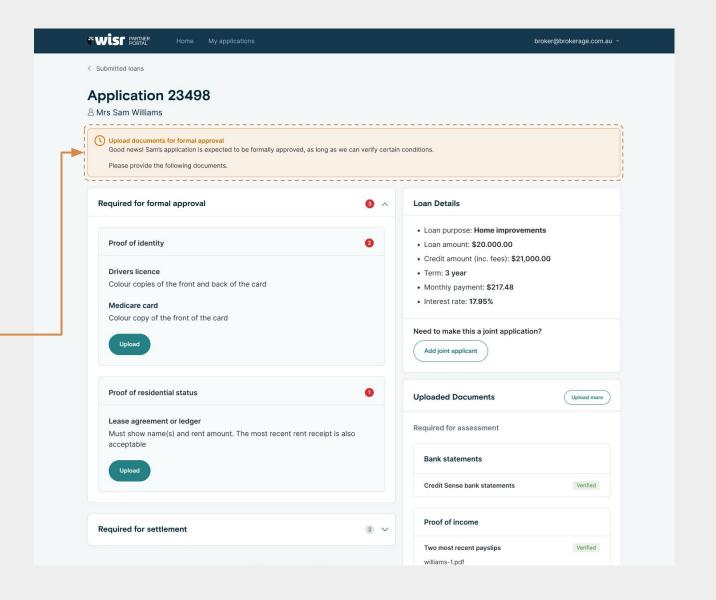
### DOCUMENTS REQUIRED FOR FORMAL APPROVAL

Credit approved? Great! You'll now need to upload the documents required for formal approval.

You'll be notified when this needs doing via email and by the notification at the top of the loan application.

#### NOTE

The fastest and easiest way to check the status of your loan application is via the Partner Portal. There's no need to call us.





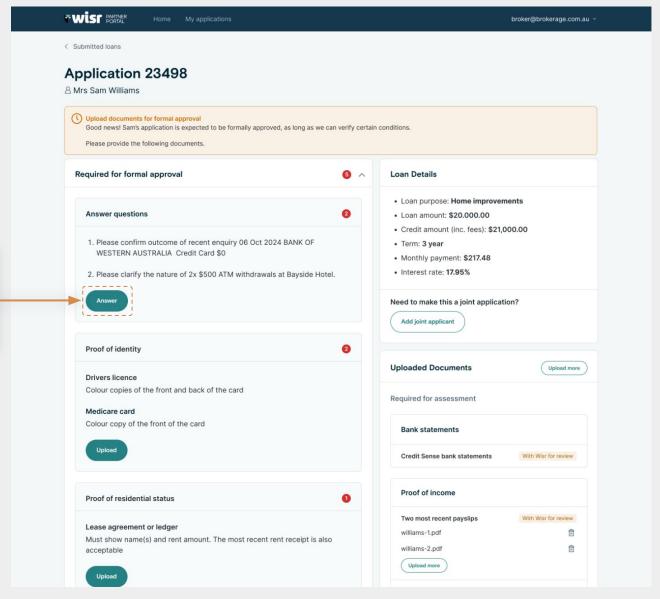
### ANSWERING ASSESSOR QUESTIONS

Sometimes, our assessors will have clarification questions about the documents provided.

To answer these questions, click **Answer** and a box will appear for you to add your response.

#### **IMPORTANT**

Please do not answer these questions via email. Our assessors are notified once your response has been added to the Partner Portal.





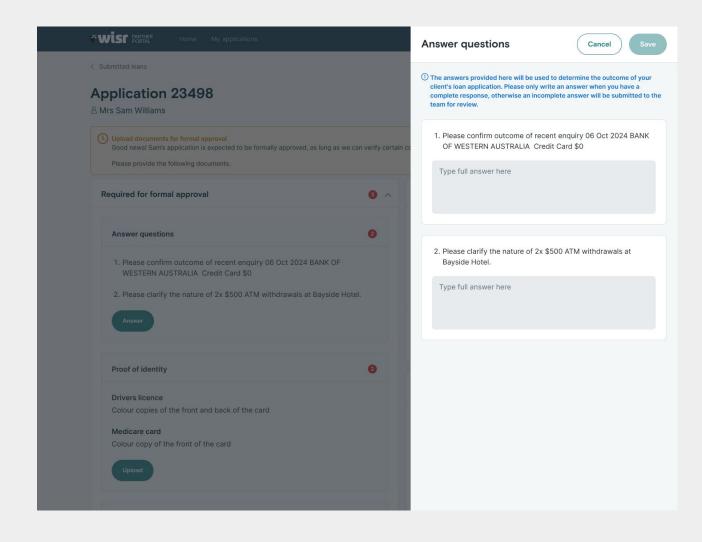
### ANSWERING ASSESSOR QUESTIONS

Once you click **Answer,** the box for you to add your response will appear.

Please only add a response once you have a complete answer. This is because once an answer is added, the question will be removed from the loan application and an assessor will be notified to review your reply.

#### **IMPORTANT**

Please only add complete responses. If you don't have a full answer, please wait until you do to respond. You won't be able to edit your response once it has been submitted.

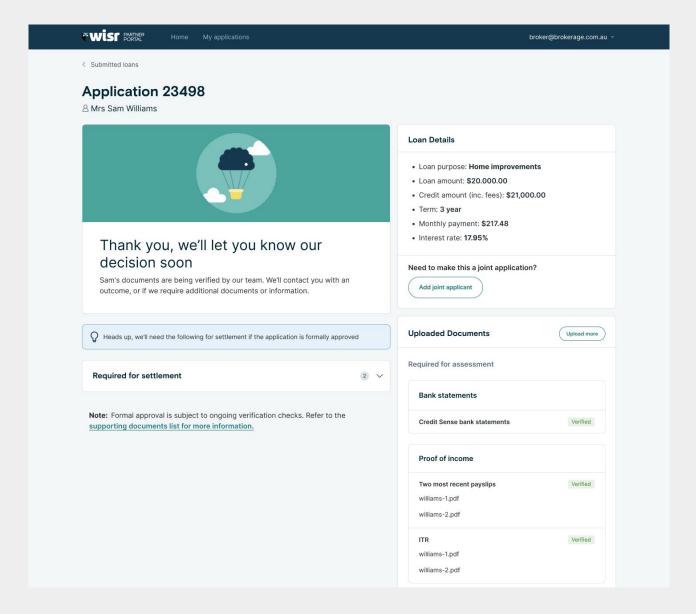




### EVERYTHING RECEIVED FOR FORMAL APPROVAL

You'll see this screen once you've submitted everything needed for formal approval.

An assessor will now check through everything you've provided and make a decision.

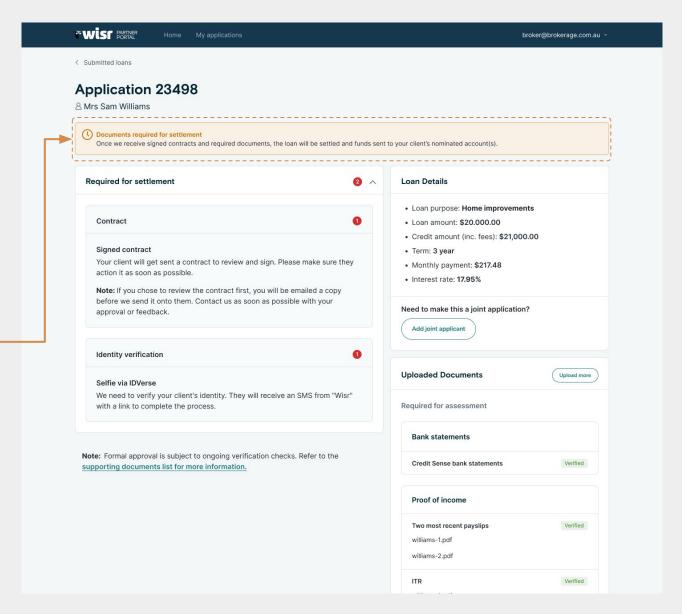




### DOCUMENTS REQUIRED FOR SETTLEMENT

Almost there! The final step is to provide the documents required for settlement, if you haven't already done so.

Again, once you're at this stage, a notification will appear at the top of the application. You'll also be notified via email that we need these documents from you.





### READY TO SETTLE

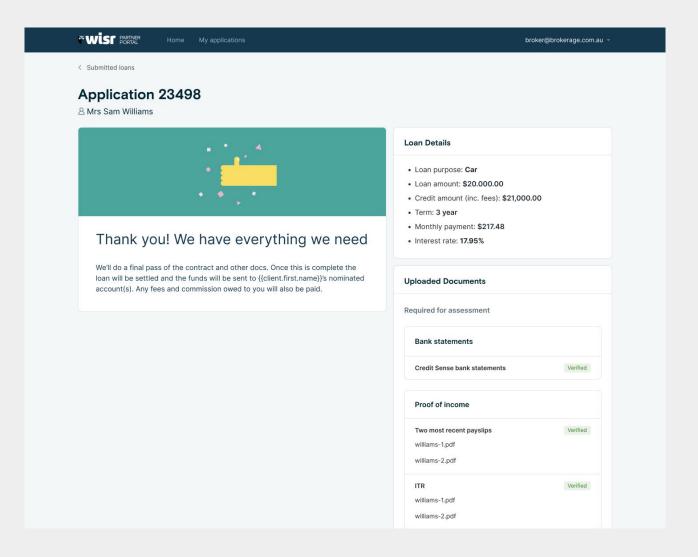
And that's it! After you've submitted your client's documents for settlement, we'll let you know that we're ready to settle.

The funds will be sent to your client's nominated bank account once we've checked those final documents and confirmed that we have everything we need.

Any fees or commission owed to you will also be paid.

#### **PRO TIP**

The easiest way for your client to manage their Wisr loan is via <u>Wisr App.</u> They can download this for free on iOS or Android.





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