

Questions for Customers before Funding Applications

- **Have you lived in the UK for over 3 years with a permanent address?**

Answer: Yes – if no funding won't be an option

- **Do you have a monthly income, either from employment or a pension?**

Answer: Yes – if no funding won't be an option

- **Do you have any CCJs, IVAs or have you missed any payments on any credit in the last 12 months?**

Answer: No. If the answer to these questions is Yes, it will be likely that the customer will be offered a higher rate, or a guarantor option.

- **Do you have disposable income?**

Answer: Yes. If the answer is no, it is unlikely they will pass affordability checks, suggest a term of 5 years to keep repayments low. Note: If borrowing £2,000 or less it is not advised to apply for a higher repayment term than 2 years

- **Have you recently taken out a new form of credit/mortgage or payment plan in the last 3-6 months?**

Answer: No. If they answer yes, make the customer aware that this may hinder their ability to get credit, as they have recently had searches performed on their credit file.