



STUDY NOW PAY LATER

(Standalone)

Education Partner Welcome Pack



Welcome to the team

We're excited to partner with you and help grow your education business

ZeeFi is Australia's fintech partner to the education sector, committed to helping education providers unlock capital and grow enrolments, and removing financial barriers so students can reach their full potential.



Unparalleled sector-expertise

We understand the challenges and opportunities inherent to the sector, enabling breakthrough solutions tailored to our partner's unique needs



Comprehensive suite of innovative products

Our innovative solutions unlock new opportunities for growth; simplifying and accelerating the customer experience for both students and providers



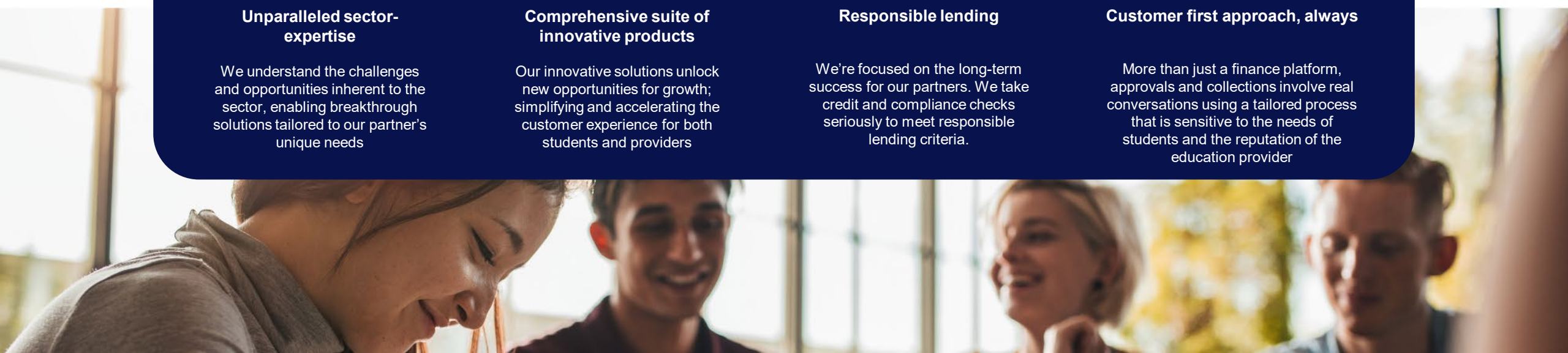
Responsible lending

We're focused on the long-term success for our partners. We take credit and compliance checks seriously to meet responsible lending criteria.



Customer first approach, always

More than just a finance platform, approvals and collections involve real conversations using a tailored process that is sensitive to the needs of students and the reputation of the education provider



Study Now Pay Later

Study Now Pay Later (SNPL) removes the financial barriers that stand in the way of enrolling students who want to study with you. With SNPL, students can spread their course cost over 36 months with flexible, interest-free payments. Meanwhile, you get paid upfront – providing cashflow certainty so you can plan and grow.



Plan amount

Available for courses valued \$2001 - \$20000



Upfront payment to Education Providers

Payments are generally made within 3 days from when funds are requested



Plan term

6 / 12 / 18 / 24 / 36 months



Payment schedule

Fixed payments can be made weekly, fortnightly or monthly over 6 – 36 months terms



Customer Support

Our Financial Hardship and Customer Vulnerability Support Program is there to assist if your student's financial situation changes.

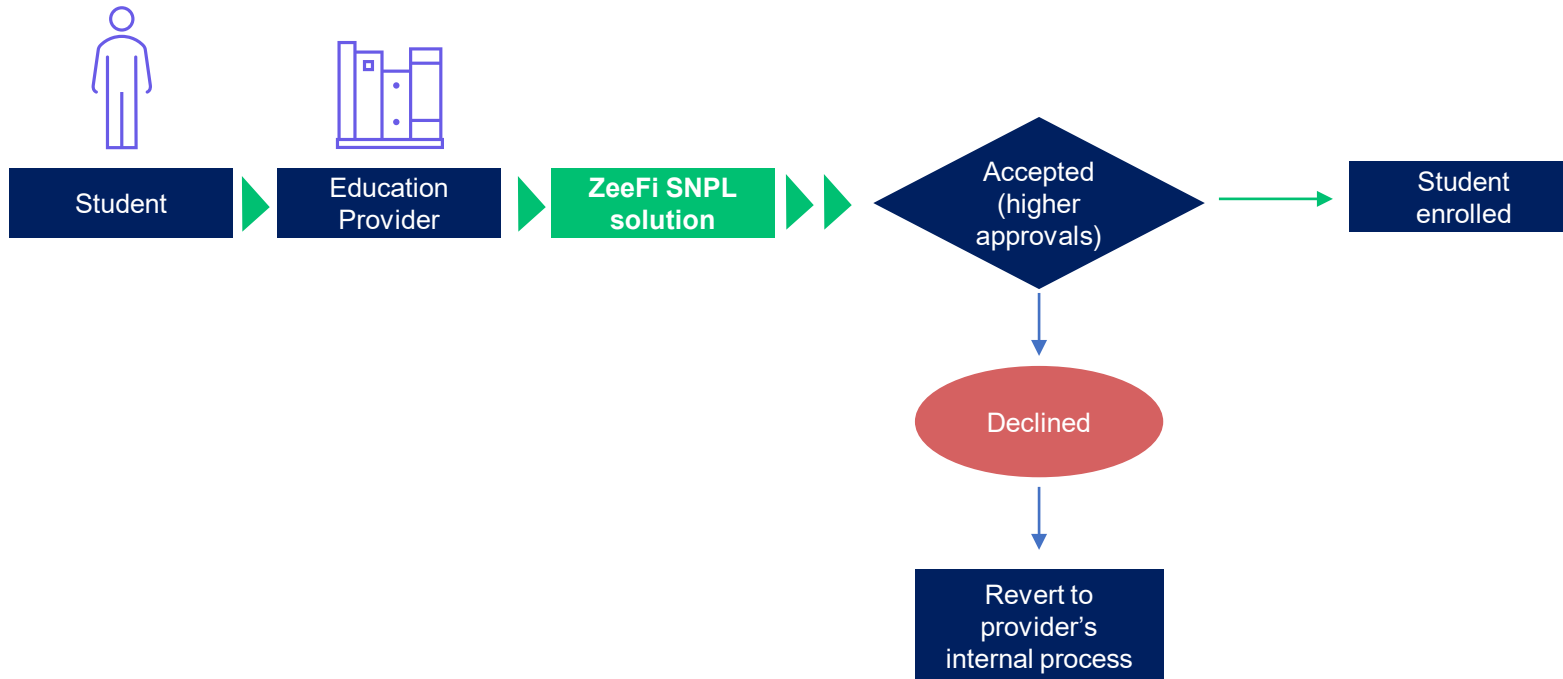


Fees

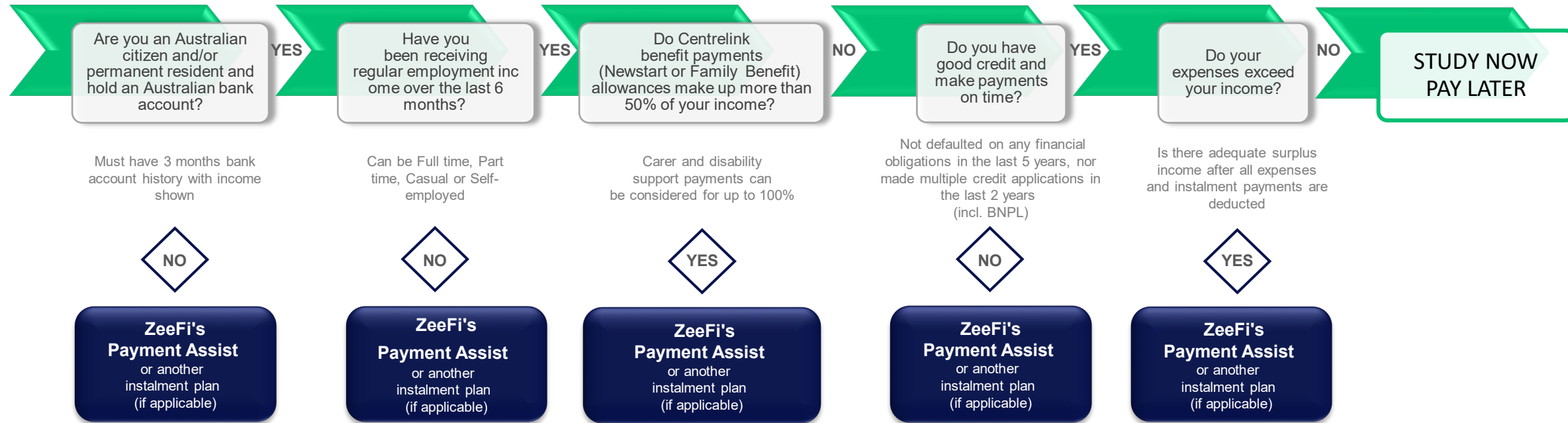
- \$50/\$80 establishment fee (depending on your choice of package) which can be paid by you or added to your student's payment plan.
- \$7 monthly account fee paid by student
- Arrears penalty: A flat arrears fee of \$35 will be charged to the account for more than 21 days overdue.
- Dishonour fee: \$15 applies for each dishonoured payment.

SNPL Standalone

Study Now Pay Later is also available as a standalone package allowing you to self manage plans that fall outside our approval mechanism



SNPL Standalone – Pre-screening Questions



PLEASE NOTE: The above criteria do not guarantee suitability for Study Now Pay Later payment plan and should be used as a guide only. The applicant must demonstrate serviceability and meet other qualification criteria to be eligible for Study Now Pay Later including:

- be at least 18 years of age (or 16 years of age where parent/s are applying for the loan on behalf of the student)
- having adequate surplus income after all expenses and Estimated Monthly Instalment (EMI) are deducted from income
- satisfactory bank account conduct over the last three months.
- sound credit score without adverse credit information such as defaults, court proceedings, bankruptcy, Part IX agreements
- satisfactory pass of ID Matrix

How it works: Application

1 Eligibility

Before you begin an application, kindly ensure the applicant meets the eligible criteria and have the following documents ready.

STUDENT ELIGIBILITY

- ✓ Be an Australian citizen or Permanent Resident
- ✓ Be 18 years or older OR 16 years old where the parent applies for the plan
- ✓ Be able to service the payment plan repayment amounts
- ✓ Repay the plan off in designated plan timeframe
- ✓ Single borrower only – no joint applications

DOCUMENT CHECKLIST

- ✓ Driver Licence or Passport
- ✓ Medicare card
- ✓ Bank details

To ensure the Study Now, Pay Later product is right for you, please answer the short questions below to ensure your suitability.

Are you over 18?

Are you an Australian Citizen or Permanent Resident?

Are you employed, full time, part time/casual or self-employed?

You confirm there are no planned changes to your financial situation.

Yes

You acknowledge that the interest free payment plan is only available to fund the course in which you are undertaking?

You agree that the funds provided by us for your course will be paid directly to the Education Provider?

You agree to repay all amounts due (including fees and charges) in full even if you do not complete the course for any reason?

You have read the Target Market Determination document relating to the Study Now, Pay Later product on our website to ensure this product meets your current needs, objectives and financial situation?

Yes

2 Privacy & SMS Check

This SMS verification step allows applicants to receive importation information regarding their application which is part of compliance.

Privacy & Consent Notice:

- We are required to share with you some important information regarding your application. We will send you an SMS with links to our Credit Guide, Privacy Policy and Credit Reporting Information Statement.
- By providing your mobile number, you will receive an SMS with a verification code including a link to those policies. It is important that you read this information. By providing us with your verification code, you acknowledge that you have reviewed this important information and accept the terms and conditions of those policies.

SMS verification

Mobile number

Send SMS



Please read the important information at <https://zeefi.io/legals/>. If you are happy to proceed with your application, enter the one-time code 5089de



SMS verification

SMS code

Resend SMS Code

Proceed

3 Student Information

Fill in applicant's basic information, Medicare and driver licence details.



Are you a parent applying on behalf of the student for this payment plan?

Borrower Information

<p>First name</p> <input type="text"/>	<p>Middle Name (Optional)</p> <input type="text"/>
<p>Last name</p> <input type="text"/>	<p>Gender</p> <input type="text" value="Male"/>
<p>Email</p> <input type="text"/>	<p>Confirm email</p> <input type="text"/>
<p>Mobile number</p> <input type="text" value="04 35569688"/>	<p>Date of birth</p> <input type="text" value="dd/mm/yyyy"/>
<p>Number of dependents</p> <input type="text" value="0"/>	<p>Relationship status</p> <input type="text" value="Single"/>
<p>Home address</p> <input type="text" value="Enter a location"/>	
<input type="checkbox"/> Manual address (optional)	

Medicare

<p>Colour</p> <input type="text" value="Green"/>	<p>Number</p> <input type="text"/>
<p>Card position</p> <input type="text" value="1"/>	<p>Valid to (mm/yyyy)</p> <input type="text" value="1"/> / <input type="text" value="yyyy"/>

Identification

Identification type

Driver licence number

State

Driver Licence Card number

Expire on

Alternate Contact

Note: This is a backup contact only to be used if we lose contact with you.

<p>First name</p> <input type="text"/>	<p>Middle Name (Optional)</p> <input type="text"/>
<p>Last name</p> <input type="text"/>	<p>Relationship with Borrower</p> <input type="text" value="Employer"/>
<p>Phone Number type</p> <input type="text" value="Mobile"/>	<p>Mobile number</p> <input type="text"/>

Continue

4 Course Details

Fill in course details, payment plan term and payment frequency to calculate payment amount.

Your Course & Payment Details

Course name <input type="text" value=""/>	Course Amount <input type="text" value="\$"/>
Payment Plan term <input type="text" value="6 months"/>	Payment Frequency <input type="text" value="WEEKLY"/>
Preferred First Payment Date <input type="text" value="dd/mm/yyyy"/>	Agent name <input type="text" value=""/>

Calculate

Preferred First Payment Date: This is the date that the student would like their first direct debit to be. If an application is completed in full, approved and funded before this date, we can accommodate. If not, the first payment date will be the next payment frequency (weekly, fortnightly, monthly) the student has chosen from initial preferred payment date AFTER an application is approved and funded.

Your Course & Payment Details

Course name <input type="text" value="Diploma of IT"/>	Course Amount <input type="text" value="\$ 5,000"/>
Payment Plan term <input type="text" value="12 months"/>	Payment Frequency <input type="text" value="WEEKLY"/>
Preferred First Payment Date <input type="text" value="10/02/2020"/>	Agent name <input type="text" value="Agent Bond"/>

Establishment Fee <input type="text" value="\$ 50.00"/>
--

Monthly account fee <input type="text" value="\$ 7.00"/>

Your first payment will be for:
(including an establishment fee and monthly account fee)

<input type="text" value="\$ 147.90"/>
--

Followed by 51 payments of:
(including a monthly account fee)

<input type="text" value="\$ 97.90"/>

Total amount you will pay under this instalment plan including all monthly account fees

<input type="text" value="\$ 5,141.00"/>
--

Here is an example of the payment amount.

5 Direct Debit Account Details

Fill in applicant's direct debit account details.

Nominate your Direct Debit Account

Bank name

Account holder name

Account number

BSB number

Continue

6 Income Details

Fill in applicant's employment and income details.

Income Details

Employment type

Current Employer

Your Total Monthly Income (after tax)
from ALL income sources

How long have you been in your current position?

Do Centrelink Payments make up more than 50% of your total monthly income?

 Yes No

7 Expenses Details

Fill in applicant's monthly living expenses, then click 'calculate' to calculate the income surplus.

Expenses

Monthly Living Expenses
(exclude any residency Payments)

Residency Status

Monthly Residency Payment

Monthly Repayment for your Payment plan

Note: including rent, utilities, food, telephone/internet payment obligations etc. This is the total amount of expenses you currently pay each month.

Calculate your surplus

Here is an example of a surplus calculation

Calculate your surplus

Total monthly income

Total monthly expenses

Surplus

By clicking Continue, you confirm that the declared income and expense figures are accurate to the best of your knowledge.

8

Eligibility Outcome

For education provider (EP) on standalone - Less than \$50 surplus check

If there is less than \$50 surplus, the system will decline the application with the applicant receiving the following notification.

[Notice](#)

Thank you for your ZeeFi Study Now, Pay Later application. Based on the information you have provided as part of your application; we are unable to assist you at this time. We encourage you to reach out to your Education Provider to discuss alternative ways you may be able to pay for your Course.

Should your circumstances change in the future you may wish to make another application.

We wish you all the best in your future endeavors.

Kind Regards

ZeeFi

[Click here to close](#)

8 Eligibility Outcome (cont.)

More than \$50 surplus check

If there is more than \$50 surplus, applicants will be asked if they wish to continue with the rest of the application in the current window or via email.

Please Confirm

The next steps will require you to review and sign your agreement, and provide bank statements to us via online submission.

Would you like to complete the rest of the application here or via email?

Complete here Send via Email

Thank You

We have sent your plan agreement and bank statement submission link to your email address.

Please check your inbox to sign your plan agreement and submit your bank statement to complete your application.

Click here to close

Hang tight!

We are now generating your student agreement so please do not click Back or Refresh the screen, it will appear shortly.

SENDER	SUBJECT	VIEW
ZeeFi Support echosign@echosign.com	Signature requested on "Loan Agreement Id"	>
ZeeFi support@zeefi.io	Connect your Bank Statements	>

BOARD OVERVIEW INCOME, EXPENSES & BANK ACCOUNT **CONFIRM AGREEMENT** VERIFY YOUR INCOME & EXPENSE

Please read and review your Study Now, Pay Later agreement.

Please note:

This window with the options is turned off by default. This means that once the applicant has advised their surplus is more than \$50, the system will send out the bank statement submission link and agreement for signing via email.

9 Sign Agreement

Applicant to read and review their SNPL agreement followed by signing it electronically.



Please read and review your Study Now, Pay Later agreement.

Adobe Acrobat Sign

Options ▾ Loan Agreement Id Next Required 2

Visit Level 5, 447 Collins Street, Melbourne VIC 3000
Email Support@ZeeFi.io
Call 1800 324 909

ZeeFi

ZeeFi Pty Ltd
ACN 618 345 314
Australian Credit Licence Number 498589

IMPORTANT
By signing this document, you agree to be bound by the terms of this Finance Plan. Please read the terms of this Finance Plan carefully and make sure you understand the following.

- The events which may cause you to default under the facility are listed in the Terms and Conditions. You may default even if you have made all your payments.
- You should consider whether you need insurance, such as insurance to assist you to make repayments if you are sick, lose your job, or if other contingencies occur.
- Until the Finance Date, we have the right to change the terms of this Finance Plan or to withdraw our offer to provide finance altogether.
- Acting reasonably, we can make changes to this Finance Plan.

Study Finance Plan
We offer to provide a finance facility to you on the terms set out in this document. By signing this document, you agree to the terms of this Finance Plan.

Financier ZeeFi Pty Ltd ACN 618 345 314 Australian Credit Licence 498589 of Level 5, 447 Collins Street, Melbourne VIC 3000 (us/welour)

Borrower Rich Test of 12-20 Flinders Lane Melbourne VIC 3000 (you/your)

Course Provider

By clicking continue, I acknowledge that I have read and agree to the Adobe [Terms of Use](#). See our [Privacy Policy](#) for details on our privacy practices.

Continue

Please read and review your Study Now, Pay Later agreement.

Adobe Acrobat Sign

Options ▾ Loan Agreement Id Next Required 2

DOCUMENT so that you know exactly what contract you are entering into and what you will have to do under the contract.

- You should also read the information statement: "THINGS YOU SHOULD KNOW ABOUT YOUR PROPOSED CREDIT CONTRACT".
- Fill in or cross out any blank spaces.
- Get a copy of this contract document.
- Do not sign this contract document if there is anything you do not understand.

bound by it. However, you may end the contract before you obtain credit, or a card or other means is used to obtain goods or services for which credit is to be provided under the contract, by telling the credit provider in writing, but you will still be liable for any fees or charges already incurred.

- You do not have to take out consumer credit insurance unless you want to. However, if this contract document says so, you must take out insurance over any mortgaged property, such as a house or car.
- If you take out insurance, the credit provider cannot insist on any particular insurance company.
- If this contract document says so, the credit provider can vary the annual percentage rate (the interest rate), the repayments and the fees and charges and can add new fees and charges without your consent.
- If this contract document says so, the credit provider can charge a fee if you pay out your contract early.

Click here to sign

Borrower 1 signature
Rich Test

Borrower 1 name

Borrower 1 date of signature

Next

Language: English: US

© 2022 Adobe. All rights reserved. Terms Consumer Disclosure Trust Cookie preferences

Please read and review your Study Now, Pay Later agreement.

Adobe Acrobat Sign

Options ▾ Loan Agreement Id Next Required 1

	request and authorise ZeeFi Pty Ltd (User ID 516749) to arrange, through its own financial institution, a debit to your nominated account any amount ZeeFi has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.
Insert the name and address of financial institution at which account is held	Financial institution name: Westpac Banking Corporation Address: 303 Collins Street, Melbourne VIC 3000
Insert details of account to be debited	Name/s on account as/d BSB number (Must be 6 Digits) 123123 Account number 123123
Acknowledgment	By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangement and ZeeFi Pty Ltd as set out in this Request and in your Direct Debit Request Service Agreement. Click to change
Insert your signature and address	Signature Click here to sign Address 12-20, Flinders Lane, Melbourne, VIC, 3000 Date April 20, 2022

By signing, I agree to this agreement, the [Consumer Disclosure](#) and to do business electronically with ZeeFi.

Click to Sign

10 Verify Income & Expense

Applicant will be navigated to Illion for income and expense verification. When providing students with credit, we're legally obliged to ask about and then verify the student's income and expenses. We do this by looking at their bank accounts and/or statements.



Connect your Bank Statements

ZeeFi requires your last 3 months bank statement submission in order to verify your income and expenses. Use the portal below to make your submission and receive a response within one business day.



Your Bank Statements. Instantly.

The secure, incredibly easy way to submit your bank statement data in seconds.

90 days of statements for all accounts will be sent to ZeeFi.

To continue please agree to the [User Terms & Conditions](#) and [Privacy Policy](#).

I AGREE



Secure

We care about your security and privacy as much as you do



Instant

Your statements will be generated and sent directly to your lender within minutes



Easy

No more hassles with manual downloads, printers and scanners

11 Submit Bank Statement

The applicant will be prompted to submit a 90 days bank statement for verification.



Connect your Bank Statements

ZeeFi requires your last 3 months bank statement submission in order to verify your income and expenses. Use the portal below to make your submission and receive a response within one business day.

90 days of statements for all accounts will be sent to ZeeFi.
To continue please agree to the User Terms & Conditions and Privacy Policy.

I AGREE

Please wait...

*Thank you for your application.
Please sit tight whilst we validate your application.
Rest assured we are working as quickly as possible to finalise your application.
Please do not refresh your screen during this process*

Select your bank

ALL

- Australian Military Bank
- Adelaide Bank
- Advantedge
- Afterpay
- American Express
- AMP
- ANZ
- ANZ Transactive Business Banking
- Australian Mutual Bank
- Aussie Activate
- Aussie Elevate
- Aussie IQ Home Loans

Completed Bank

Bank of Statements ✓

ADD ANOTHER BANK

FINISH

ANZ

Customer Registration Number

Password

Please note that once you submit your details, statements for all bank accounts will be automatically retrieved and sent to ZeeFi.

LOGIN

BACK TO BANK SELECTION

12 Application Outcome

APPROVED

If the applicant is APPROVED under the auto-approval credit rules, they will receive this notification.

Success!
Dear Rich Test,

Congratulations – your journey is about to start!

Thank you for your Study Now, Pay Later application. We are pleased to confirm your application has been approved for \$5,000.00 for your Course with

Your repayments will commence on 16/09/2022

We have sent a copy of your signed agreement to your email address. If you have any questions, please contact our team on 1800 324 909. We wish you every success with your studies and look forward to supporting you on your journey.

Best Regards
ZeeFi

[Click here to close](#)

PENDING APPROVAL

If the applicant does not meet all the rules, they will receive this notification and the application will be moved to 'Pending Approval'.

Success!
Dear Richard Test,

Thank you for your patience.

We have a few further checks and balances we need to complete to finalise your application.

Your Education Provider will be in contact with you shortly to discuss your application.

If you have any questions, please reach out to your Education Provider who will be able to assist you in finalizing your application.

Kind Regards
ZeeFi

[Click here to close](#)

REJECTED

If an EP is not on SNPL Package and the application is rejected, the applicant will receive this notification.

Notice

Thank you for your ZeeFi Study Now, Pay Later application. Based on the information you have provided as part of your application; we are unable to assist you at this time. We encourage you to reach out to your Education Provider to discuss alternative ways you may be able to pay for your Course.

Should your circumstances change in the future you may wish to make another application.

We wish you all the best in your future endeavors.

Kind Regards
ZeeFi

[Click here to close](#)

12 Application Outcome (cont.)

When all is approved, applicants will receive this email notification.



Hi Rich,

Congratulations your application for Study Now, Pay Later has been approved by ZeeFi!

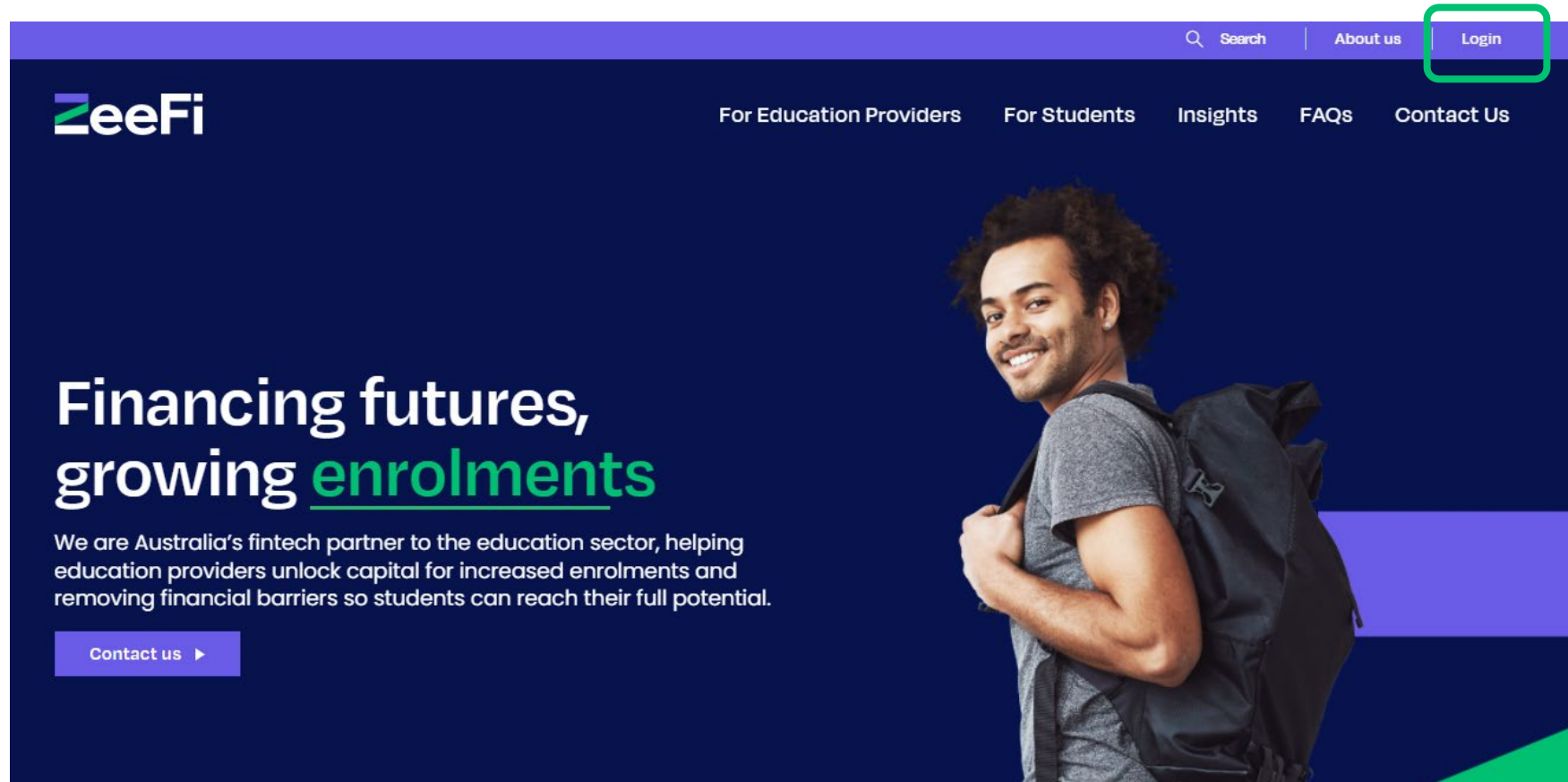
We will fund your Education Provider on your behalf within the next 3 business days. Your repayments will begin automatically via Direct Debit.

ZeeFi wishes you all the best with your studies. If you have any questions about your plan, please don't hesitate to contact us or your dedicated Education Provider.

Kind Regards,
ZeeFi Support
1800 324 909

How it works: Partner Portal

Homepage Portal Location



Once you have created your password from our "Welcome to ZeeFi" email; log in from the homepage to access the **Partner Portal**.

The homepage is: zeefi.io

How to Login

Login

Log in

[Forgot your password?](#)



Your username will be the **email address** you have registered with ZeeFi.

Log in with your email address and your unique password. If you forget your password, click '**Forgot your password?**' at the bottom left. Enter your email address and you will be sent a password reset email.

How to View Applications

When you first sign in, you will see the 'Applications' tab

Here you can **search** an application by name or number, and you can also filter the applications through the 'Filter by Status' drop-down menu.



Welcome Test,

Applications

Filter by Status

Approved

Dashboard

Applications

Plans

Payment Assist

Courses

Reset Password

APP-0000009394 Created on 22/06/2022

Borrower Name	Rich Test
Student Name	Rich Test
Plan Amount	\$3,271.00
Status	Approved
Course Name	Test Course Certificate VIC (SNPL-S)

Request Fund

More Info

SNPL Auto Drawdown:

New Entered:

Student has not fully completed the initial application process (incomplete).

Pending Approval:

ZeeFi is currently assessing the application.

Approved:

Student has been approved for funding with ZeeFi. An application will only stay as approved if the student has not yet signed an agreement. You can check the agreement status by going into MORE INFO on that application

Processed For Funding:

Application moves to this status automatically if the application is approved AND agreement is signed

Funded

Rejected:

ZeeFi is unavailable to provide financial support at this point in time.

SNPL Manual Drawdown:

New Entered:

Student has not fully completed the initial application process (incomplete).

Pending Approval:

ZeeFi is currently assessing the application.

Approved:

Student has been approved for funding with ZeeFi. Once signed, this is ready for EP to manually request the funds and the 'Request Fund' button will be highlighted.

Processed For Funding:

Application moves to this status once EP inputs drawdown date.

Funded

Rejected:

ZeeFi is unavailable to provide financial support at this point in time.

How to Request Funds

(For EPs on manual drawdown)



Welcome Test,

Applications

Filter by Status

Approved

1

Dashboard

Applications

Plans

Payment Assist

Courses

Reset Password

APP-0000009394

Created on 22/06/2022

Borrower Name Rich Test
Student Name Rich Test
Plan Amount \$3,271.00
Status Approved
Course Name Test Course Certificate VIC (SNPL-S)

Request Fund

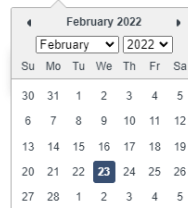
More Info

2

Please enter requested date

3

dd/mm/yyyy



Ok

4

Success!

The request has been successfully sent.
Regards, ZeeFi

Ok

1. To request for funds, filter by 'Approved' applications. Once the student agreement is signed, this is ready for EP to manually request the funds and the 'Request Fund' button will be highlighted. You can check the agreement status by going into MORE INFO on that application.
2. Click the 'Request Fund' button
3. Generally, this should be the same date as the student commencing study date. Please allow at least 3 business days for the system to setup and activate the plan.

Please also allow 5 business days for the funds to be remitted to your nominated account from the requested date.

Marketing Materials

Student Flyer

Study Now Pay Later.

Removing financial barriers to study

Study Now Pay Later is the flexible and affordable payment plan solution – taking the stress out of upfront course costs and high-interest fees. We understand that every student's situation is unique and that you need a financing solution that is flexible. At ZeeFi, we specialise in helping education providers offer tailored payment solutions so you can focus on studying first and paying later.

- 01 Apply via your Education Provider.
- 02 Obtain approval: we'll pay your Education Provider on your behalf.
- 03 Commence study: you'll make regular, interest free, fixed payments to the end of the agreed term. You may elect to pay more than the minimum repayments to reduce your term at any stage.
- 04 Get help when you need it: we understand circumstances can change from time to time and our team is on hand to support you.

Here's what you get:

Affordable Access:	You get to study now and pay-off your course with fixed, interest free repayments over time and low monthly fees.
Greater Course Options:	Choose the course you want without worrying about the financial burden of upfront fees. Not covered by government funding? Our partnerships with a range of education providers help remove the stress of financing.
Simple Solutions:	We only service the education sector, which means we understand the needs of students working and studying at the same time. You can be granted approval within an hour of submitting your application.

What next?

If you meet our eligibility criteria, grab the ID and documentation needed to complete your application and apply via your Education Provider. For more information, speak with your Education Provider.
Email support@zeefi.io Call 1800 324 900

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Student Brochure + FAQs

Study Now Pay Later.

For Students

We have a range of digital assets and marketing materials that you can use to promote ZeeFi across your brand channels to let students know that ZeeFi financing is available for your courses to encourage enrolments.

Our Partner Resources page has:

- Logo
- Brand guidelines
- Product copy for your website
- Brochures and flyers
- Social media tiles
- Explainer videos

Visit www.zeefi.io/resources

Social Tiles

Study Now.
Pay Later.

Study now and pay-off
your course interest
free, over time

ZeeFi



Study Now.
Pay Later.

Remove the financial
burden of quality
education

ZeeFi



Study Now.
Pay Later.

Enabling greater
access to quality
education

ZeeFi



Maintaining a Successful Partnership

How to Grow Enrolments Together



Engage in regular meetings with ZeeFi

- Dedicate time for a one-hour onboarding training session, followed by;
- Ongoing monthly or bi-monthly catch ups



Have a ZeeFi page on your website

- Promote ZeeFi financing solutions to your students on your webpage. If you have a pricing or payment solution page, this is a great place to add ZeeFi
- Assets like logo and copy required for webpage are available on the [Partner Resources](#) page



Keeping information relevant

- This includes changes on course details, price, staff etc.
- Be sure to also share any updates on ZeeFi products to your entire team



Regularly communicate the availability of ZeeFi financing solutions to your prospective students

- Social media posts - we have social media tiles readily available for you to use on the [Partner Resources](#) page
- Email campaigns - when emailing prospects leading up to intakes, include information about ZeeFi to further convert leads and attach student brochure/flyer available on the [Partner Resources](#) page



Understand how to use the Partner Portal

- This helps you stay on top of monitoring student applications and plans as well as requesting funds

FAQs

How do I receive the log in details for the Partner Portal?

When you sign an agreement with us, we'll create you a [Partner Portal](#) account. We'll also send you a welcome email with your username and one-time password for the first time you log in.

How to log in to the Partner Portal?

Go to our [Partner Portal](#) and provide your verified email address and password. If you've forgotten your password, follow the prompts to reset it.

I can't reset my portal password, what can I do?

If you tried resetting your account password but didn't receive the "Reset Your Password" email, follow [this guide](#) to help you troubleshoot the issue.

Can I submit an SNPL application on behalf of a student?

Yes, however the student will need to complete some parts of the application independently, such as providing bank statements. You will need to email your student a link (as part of our automated process) so they can upload their statements via [bankstatements.com.au](#).

Why do you require my student's online bank details?

When providing a student with credit, we are legally obliged to ask about and verify their income and expenses. We do this by looking at their bank accounts and/or statements via the bankstatements.com.au service, provided by Illion (formerly Dun & Bradstreet). [Illion](#) is independently tested and audited by external security experts and encrypted with bank-level security. We are limited to read-only access to bank statements, and we can't view passwords or make transactions.

How long does it take to process a student's application?

Our application process is entirely online and if we receive all necessary information from the student there will be a decision on the application within the hour.

How will I be notified when a student's application is approved or declined?

A student's application status in our Partner Portal will update to 'Approved' or 'Rejected'. Once a student has been approved and has signed the agreement, you'll receive an email notification (if you opt to have this feature turned on) so you can log into the portal and activate the payment plan.

How do I cancel a student's application?

Contact your Account Manager or email support@zeefi.io to cancel an application.

What happens if a student defers education or fails a unit?

We recommend they first speak to you about re-sitting the unit or deferring their studies. They will still need to make repayments in line with their agreement.

What happens if a student stops studying before completing repayments?

If a student withdraws from your course, they need to pay the remaining balance under their agreement, subject to your refund policy. Any refunds you issue will be paid to us to place against the outstanding obligation.

What if a student gets into financial hardship?

We understand circumstances can change and are committed to servicing collections with compassion. If a student finds themselves in financial hardship, they need to call us immediately. We will try to work with them to reach a payment arrangement that is individual to their needs.

Thank you



support@zeefi.io



1800 324 909