Payment
Assist

For education providers

ZeeFi

ZeeFi

Your partner in
finance administration

You secure the enrolment. We secure the payments.

Our expertise in your sector means we understand the support education providers need. That's why we developed Payment Assist – so you can outsource student payment plans to us, removing the risk and burden from you. We specialise in sensitively managing student instalment plans from set up to handling payment failures, hardship situations and collections. We take care of your students' payment plans, so your team can focus on providing quality education and training.

With our Payment Assist service, you have peace of mind that more students will be able to access your courses without the stress of upfront payment. Payment Assist is also there if a student doesn't meet the criteria for our other finance options, such as Study Now Pay Later and Vocational Loans.
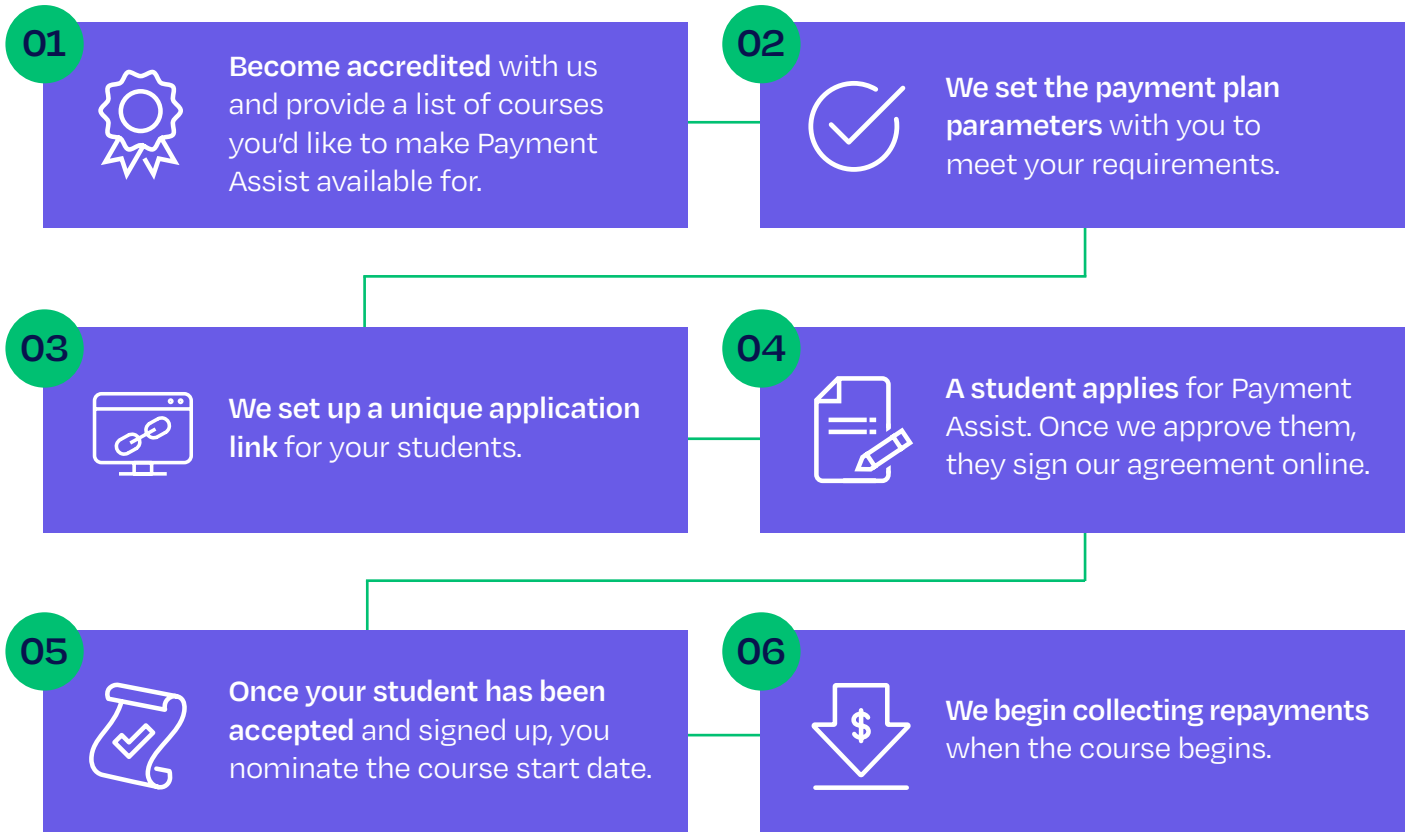
"I would highly recommend this for any business that doesn't want to spend time chasing up payments and worrying about securing your finances. This has allowed us to work on growing our student base and providing a high level of care and focus on our current students."

Adam Hewitt,
Cyber Revolution

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Here's how it works

Outsource student payments and free up time
for your core business.

01
Become accredited with us and provide a list of courses you'd like to make Payment Assist available for.

02
We set the payment plan parameters with you to meet your requirements.

03
We set up a unique application link for your students.

04
A student applies for Payment Assist. Once we approve them, they sign our agreement online.

05
Once your student has been accepted and signed up, you nominate the course start date.

06
We begin collecting repayments when the course begins.

☑ We manage all payment servicing queries and support for each student

☑ We collect student payments and remit them to your institution with a comprehensive reconciliation report

☑ Minimal fees – please ask your ZeeFi Account Manager for the fee schedule

☑ Financial Hardship and Customer Vulnerability Support Program to help any student whose financial situation changes

An end-to-end solution for student payment plans

Managing student payments is time consuming – that's why we're here to do it for you.

Here's what that means for you

Increased enrolments →

The ability to enrol students who can't pay for their study upfront or aren't eligible for other financing options (e.g. Study Now Pay Later or Vocational Loans).

Cost savings →

Save costs by not having to appoint staff to manage student payment plans.

Convenient + simple →

We manage the process end-to-end while you can see what you need to know through our easy-to-use Partner Portal.

Service you can count on →

Your reputation is important to us and as such, we manage payment collections without heavy-handed debt collection approaches. Our Financial Hardship and Customer Vulnerability Support Program helps students whose financial situations change throughout their agreement.

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Ready to get started?

Complete these steps to partner with us for Payment Assist. If you need help, please email us on support@zeefi.io or call 1800 324 909.

01 Become accredited with us

You will need to:

☑ Complete your online application.

☑ Provide basic information about your institution's financial position from the past year.

☑ Provide other basic information about your business, such as your ABN, business name and address, so we can onboard you quickly and easily.

02 Set up your account

Next steps:

☑ Tell us which courses you want to offer Payment Assist for and we'll provide a unique application link for your students.

☑ Use our Partner Portal to see the status of student applications and plans.

☑ Use our Partner Resources, including Payment Assist brochures and info you can provide to current and prospective students.

03 Your students' journey

Your students will need to:

☑ Confirm their eligibility, identity and financial position when applying for Payment Assist.

Your students are:

☑ Australian Citizens or Permanent Residents.

☑ 18 years or older (or 16 years old with parent applying on their behalf).

☑ Employed full time or part time for at least 6 months before applying.

☑ In possession of an Australian bank account.

☑ Not expecting their personal or financial situation to change when servicing the plan.

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Got questions?

We're here to make finance quick and simple for you and your students. You'll find answers to frequently asked questions below. If you can't find what you need, please get in touch on support@zeefi.io

How do I become a ZeeFi partner?

Simply contact us and our Sales Team will get in touch to discuss the details.

How long does it take to get accredited?

Once we have your application and the required information, your accreditation can be confirmed very quickly.

What do I need to provide during the accreditation process?

The financial wellbeing of you and your students is our main priority. As such, accreditation involves assessing your business, including your financial position for the past financial year. This is an ASIC requirement and it's also a health check to ensure that our services are the best fit for you and your students.

How can a student apply for Payment Assist?

Your student can apply directly via a customised application link we'll provide you when you become a ZeeFi partner. You can also apply on behalf of your student.

We already have a ZeeFi account for other services, do we need to complete accreditation again?

No, you don't need to apply again if you're already accredited with us. However, all our partners are subject to annual review as part of our compliance obligations.

Is ZeeFi regulated?

Yes, we provide regulated consumer loans under our Australian Credit Licence 498589. In doing so, we must comply with the *National Consumer Protection Act 2006* (Cth) and the National Credit Code and we must meet ASIC's requirements in relation to consumer lending. However, the Payment Assist product is not intended to be a credit facility and is not regulated under the Act or the Code.

How do I receive 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 do I 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.

What fees do my students need to pay?

Your students will pay an establishment fee and a monthly account fee. An arrears fee applies if the account is overdue and there is also a dishonour fee for each dishonoured payment. Please ask your ZeeFi Account Manager for a fee schedule.

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

We aim to approve applications within an hour if all the information is supplied. Sometimes we need to take a closer look at a student's circumstances so we might ask for extra information in line with responsible lending obligations. In this case, an application can take longer to review as we wait for the information to be provided.

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

The student's application status in our Partner Portal will update to 'Approved' or 'Rejected'.

How do I cancel a student's application?

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

How do student repayments work?

Repaying the plan is as easy as setting up a fortnightly or monthly direct debit. If your student misses a payment, they need to call us ASAP to avoid any additional fees.

Do students need to be employed?

Yes, each student must have a regular income and be able to demonstrate their capacity to service the payment plan. They must be employed full time or part time for at least 6 months before applying.

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.

Can a student repay some or all their plan balance early?

Yes - at any point students can repay part or all the plan in full. There are no early repayment fees.

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 our agreement, subject to your refund policy. Any refunds you issue will be paid to us to place against the outstanding obligation.

How do I tell students about ZeeFi?

Firstly, add our logo and an overview to your website. Do this in four easy steps:

1. Download our logo from our Partner Resources page and upload it to your website (to a pricing or payment plan page if you have one)

2. Include an overview about ZeeFi and our solutions (copy this from our website or from the brochures on our Partner Resources page)

3. Add the unique link for students to apply for Payment Assist (we provide this link when you become a ZeeFi partner)

4. Add a link to our website – zeefi.io – to help your students learn more

You can also share our partnership on your social and other channels, such as eDMs. We have social media assets and brochures available for you to download and use through our Partner Resources page.
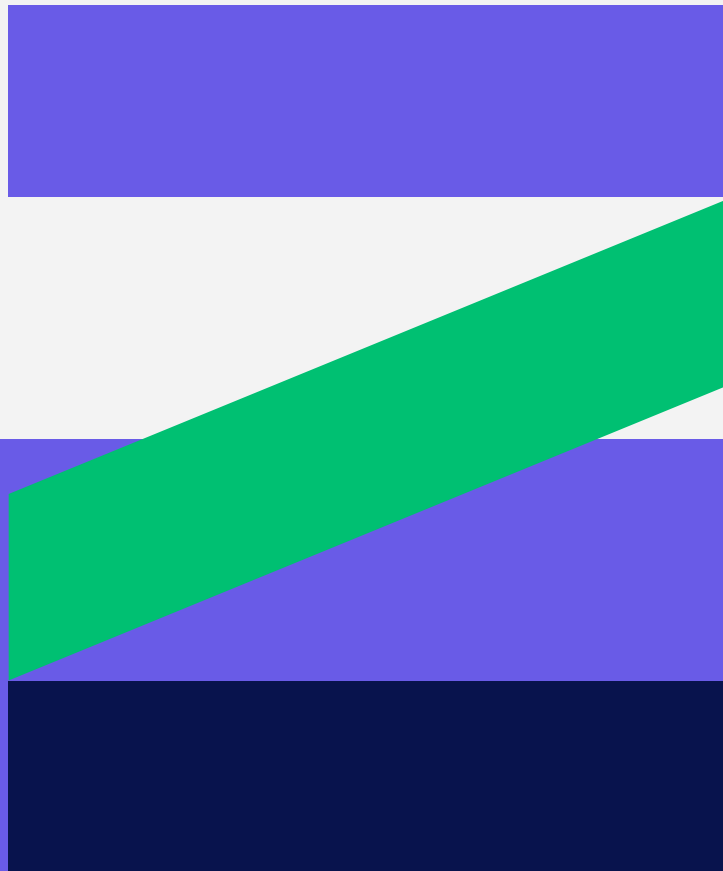
Questions?

**Please contact us at support@zeefi.io or call 1800 324 909.
You can also visit us at zeefi.io**