



# STUDY NOW PAY LATER

(RTO)

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



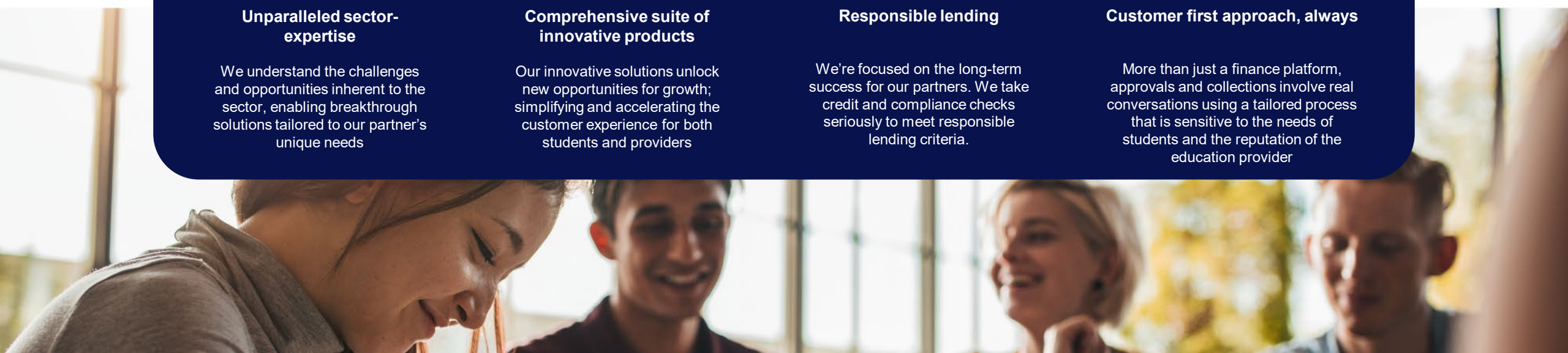
## Responsible lending

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 \$500-\$20,000



## 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.

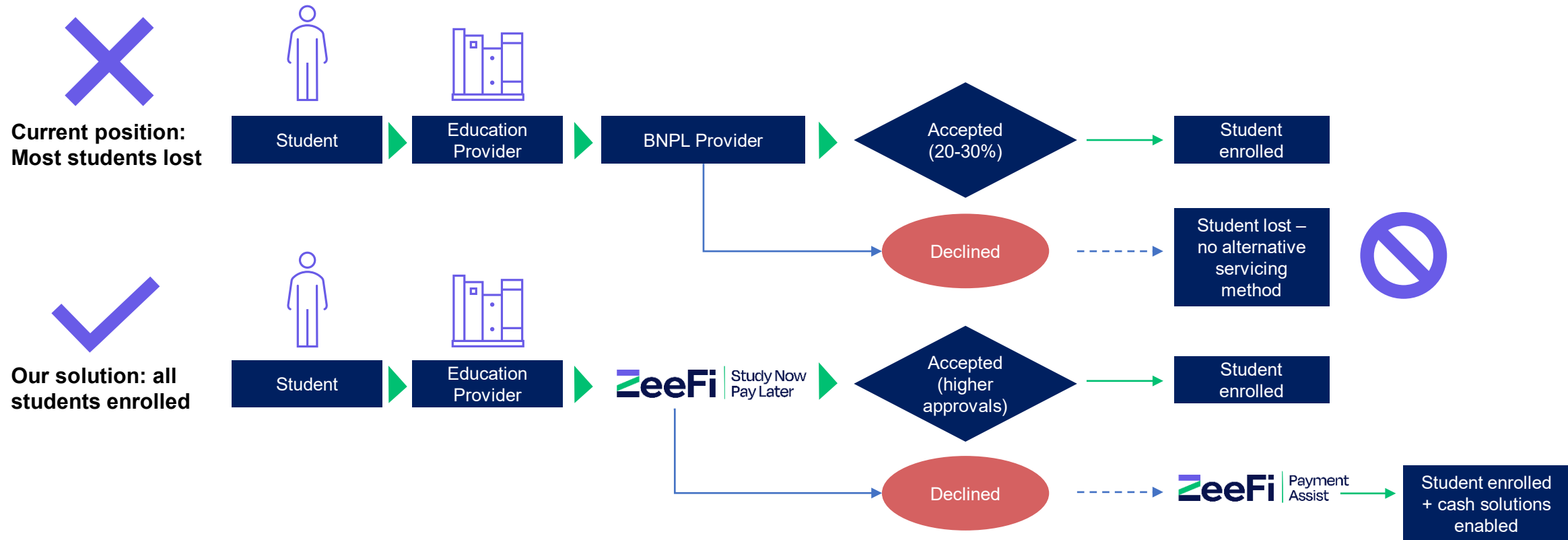


## Fees

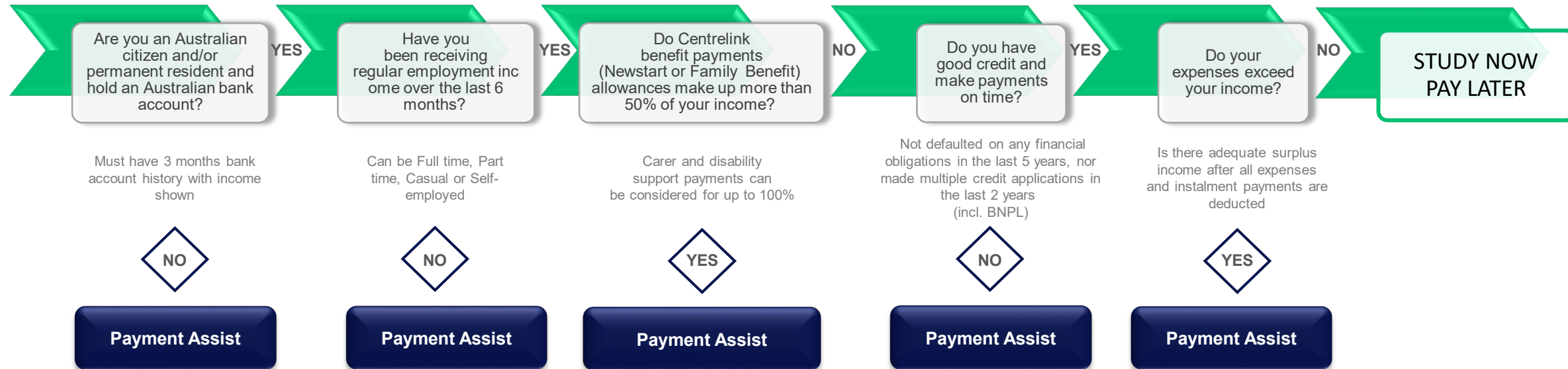
- \$50/\$80 establishment fee (depending on your choice of package) which can be paid by you or added to your student's payment plan.
- \$7 monthly account fee paid by student
- Arrears penalty: A flat arrears fee of \$35 will be charged to the account for more than 21 days overdue.
- Dishonour fee: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

# SNPL Package – The Comprehensive Solution

Combining our Study Now Pay Later solution with a Payment Assist servicing and cash funding solutions enables education providers to enroll ALL students and access cashflow solutions not enabled by BNPL alone



# SNPL Package – Pre-screening Questions

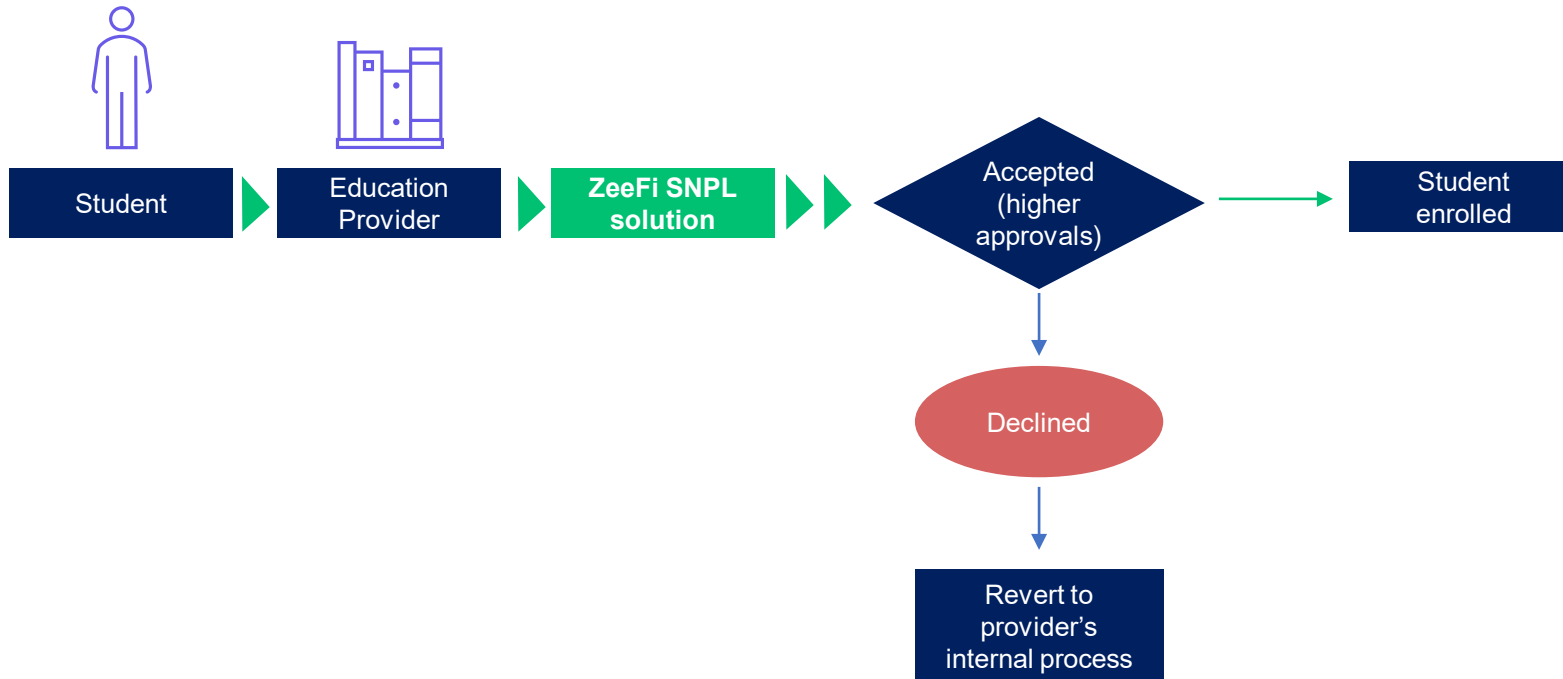


PLEASE NOTE: The above criteria do not guarantee suitability for Study Now Pay Later payment plan and should be used as a guide only. The applicant must demonstrate serviceability and meet other qualification criteria to be eligible for Study Now Pay Later including:

- 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

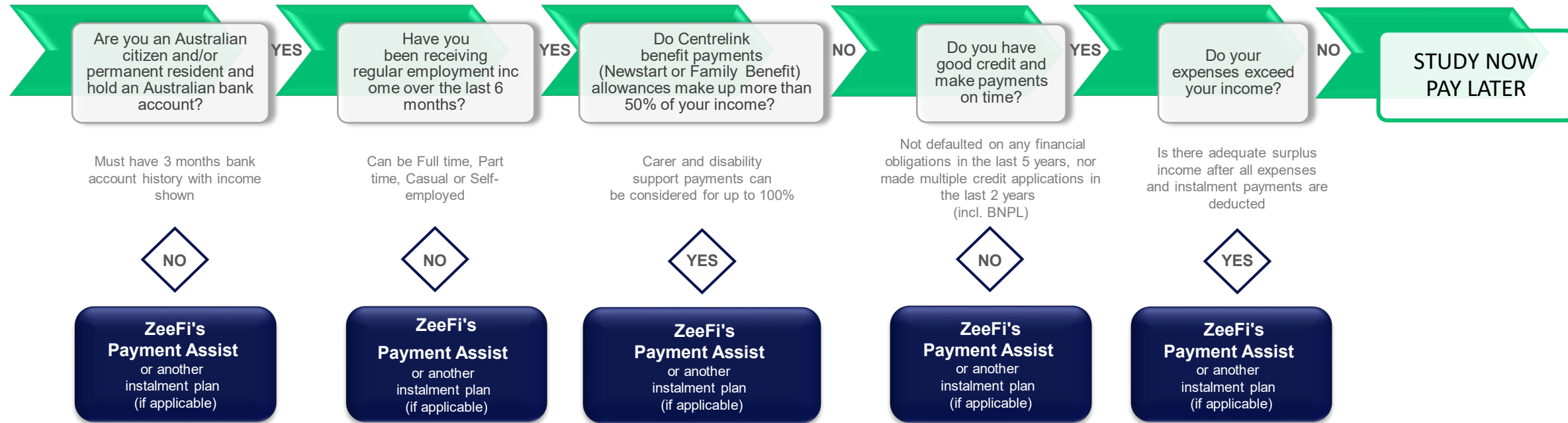
# SNPL Standalone

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



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- 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.



## Borrower Information

Note: Please use your legal name as per official documents.

First name	Middle Name (Optional)
<input type="text"/>	<input type="text"/>
Last name	Gender
<input type="text"/>	<input type="text" value="Male"/>
Email	Confirm email
<input type="text"/>	<input type="text"/>
Mobile number	Date of birth
<input type="text" value="04 35631040"/>	<input type="text" value="dd/mm/yyyy"/>
Number of dependents	Relationship status
<input type="text" value="0"/>	<input type="text" value="Single"/>

## Alternate Contact

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

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

Continue

# 4

## Course Details

Fill in course details - total course cost, repayment choice, plan term and course name.



Total course cost

Plan term

Repayment choice

Input course name

First direct debit **\$205.60**

Ongoing direct debit **\$155.60**

Back

Continue

# 5 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?

# 6 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

*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.*

# 7 Confirming ID & Bank Account

Fill in identification details.



## Address

Home address

Manual address (optional)

How long have you lived here ?

Previous Home address

Manual address (optional)

How long did you live in your previous address?

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## Medicare

Colour

Number

Card position

Valid to (mm/yyyy)

 /



# 7 Confirming ID & Bank Account (cont.)

Continue filling in identification details and bank details to setup direct debit.

## Identification

Identification type

Driver licence number

State

Expire on

## Nominate your Direct Debit Account

Bank name

Account holder name

Account number

BSB number

[Back](#)[Continue](#)

# 8 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

<p><b>Secure</b></p> <p>We care about your security and privacy as much as you do</p>	<p><b>Instant</b></p> <p>Your statements will be generated and sent directly to your lender within minutes</p>	<p><b>Easy</b></p> <p>No more hassles with manual downloads, printers and scanners</p>
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# 9 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

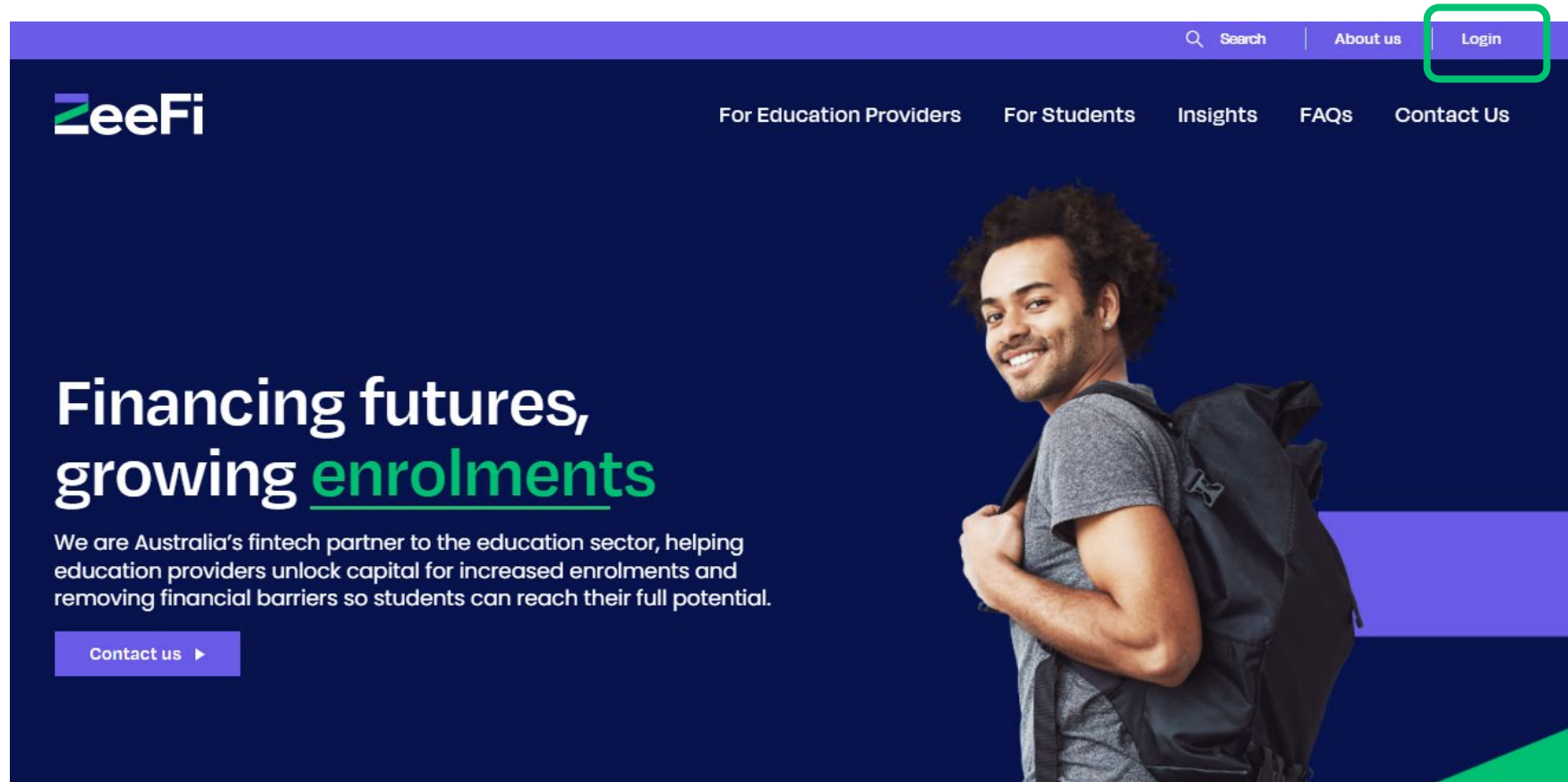
Please note that once you submit your details, statements for all bank accounts will be automatically retrieved and sent to ZeeFi.

LOGIN

BACK TO BANK SELECTION

# 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](https://zeefi.io)

# How to Login

## Login

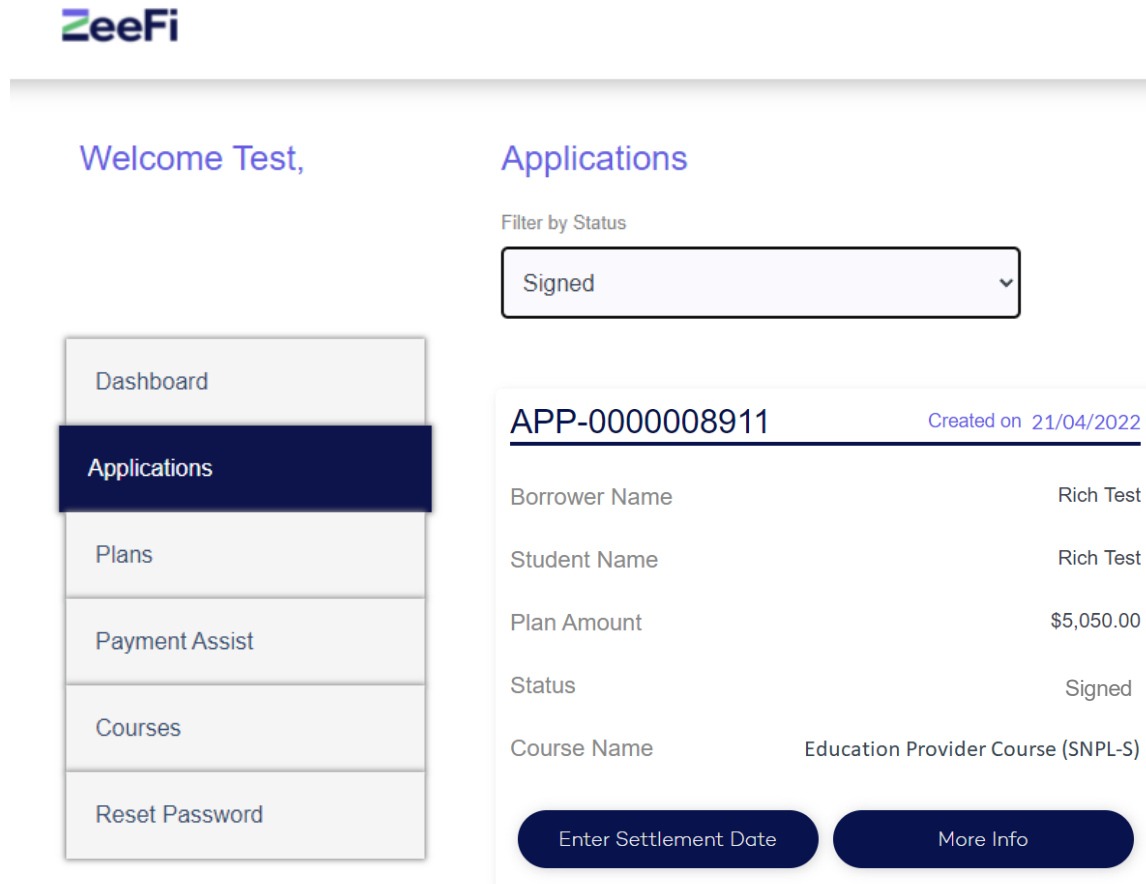
[Forgot your password?](#)



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.

**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. The student will need to review and sign the payment plan agreement (sent via email once approved).

**Signed:**

Student has signed the payment plan agreement with ZeeFi. You can now request funding. Usually course start date.

**Rejected:**

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



# How to Request Funds (SNPL-RTO)

## 1 Applications

Filter by Status

Signed

## 2

APP-0000008193 Created on 09/02/2022

Borrower Name	Richard Test
Student Name	Richard Test
Plan Amount	\$20,050.00
Status	Signed
Course Name	Industry Short Course in Multi-Media and Fashion(SNPL)

Request Drawdown    More Info

## 3

### Request Drawdown

Total Fund Available for Drawdown  
\$20,000.00

Drawdown Amount

Drawdown Date  
dd/mm/yyyy

Cancel    Calculate

## 4

### Drawdown Date

08/05/2019

### Requested Drawdown Amount

- \$1,500.00
- Merchant Service fee
- \$232.50
- GST
- \$23.25
- Total establishment fee (Charged to student)
- \$50.00
- Total Disbursal Amount
- \$1,244.25
- Accept drawdown calculation

Cancel    Continue

1. In order to request for a **drawdown**, filter by 'Signed' applications. This will show you all students who have currently signed a plan agreement with ZeeFi.
2. Click the '**Request Drawdown**' button and input the drawdown amount and date. Generally, this should be the same date as the student starts. Please allow at least 3 business days for the system to setup and activate the plan.
3. You can then request a drawdown amount and date. The system will provide a breakdown as shown in the screen shot.
4. You can then review and accept the calculation to proceed with the drawdown request.

Please also allow 5 business days for the funds to be remitted to your nominated account from the '**Requested Date**'.

# Payment Assist – How to request funds

Unlike SNPL, EPs will need to manually request for funds for Payment Assist plans.

APP-0000008911 Created on 21/04/2022

Borrower Name	Rich Test
Student Name	Rich Test
Plan Amount	\$5,050.00
Status	Signed
Course Name	Education Provider Course (PA)

[Enter Settlement Date](#) [More Info](#)


Please enter settlement date

[Cancel](#) [Ok](#)

Success!

*The request has been successfully sent.*

*Regards, ZeeFi*

 [Ok](#)

# 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](mailto: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](http://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 is entirely online and the approval process is automated, so students can get a decision on their application within a minute.

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

We'll send you a daily report at close of business, including approved and declined applications. In addition: 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 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](mailto: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](mailto:support@zeefi.io)



1800 324 909