



STUDY NOW PAY LATER

(Mini)

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.

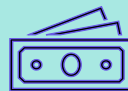


Customer first approach, always

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 (mini)

Study Now Pay Later (SNPL) removes the barriers that often stand in the way of your ability to onboard all students who want to pursue study. You get paid upfront and your students have the convenience and cash flow benefit of paying overtime, removing course cost as a barrier to enrolment



Plan amount

Available for courses valued \$500-\$2,000 (total plan amount + establishment fee, cannot exceed \$2,000)



Upfront payment to Education Providers

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



Plan term

6 or 12 months



Payment schedule

Fixed payments can be made weekly, fortnightly or monthly over 6 or 12 months terms



Customer Support

Our Financial Hardship and Customer Vulnerability Support Program is there to assist if your student's financial situation changes throughout the term of the agreement

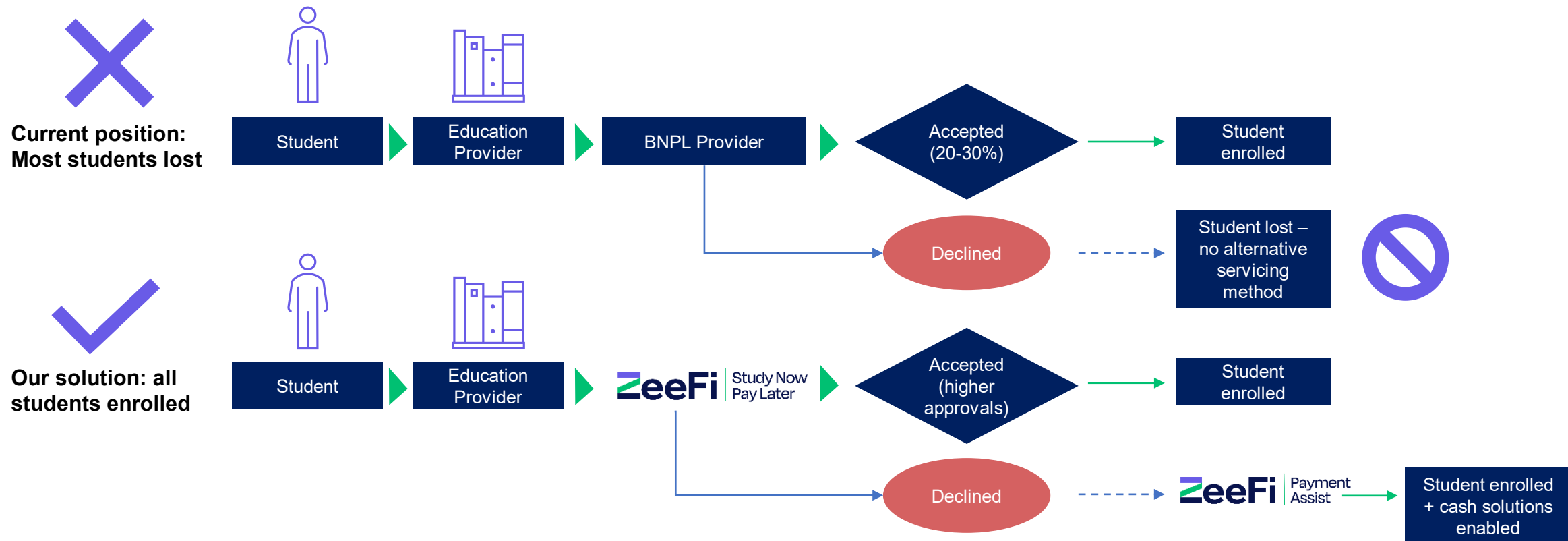


Fees

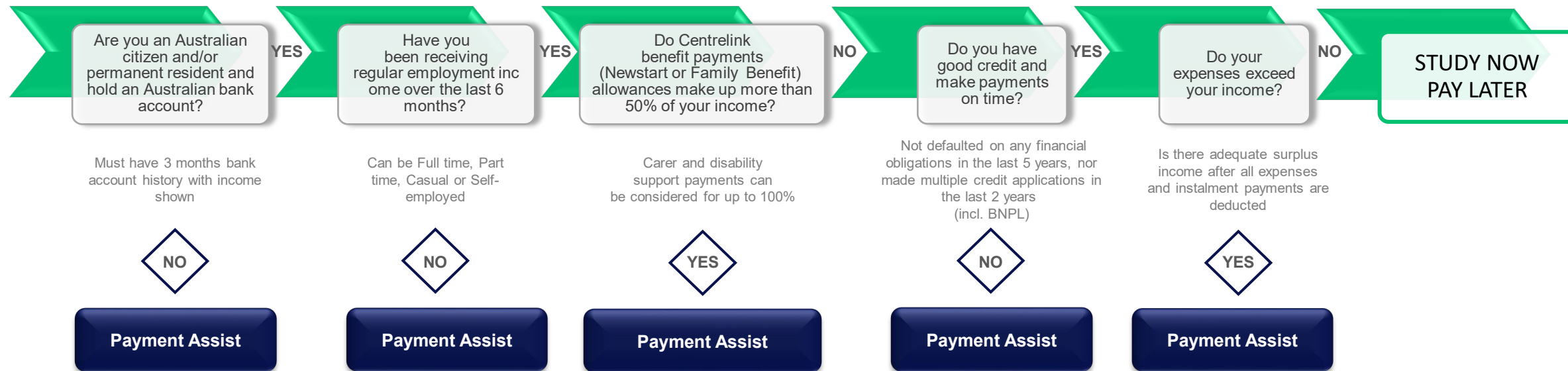
- \$50 establishment fee which can be paid by you or added to your student's payment plan and paid in the first direct debit.
- \$7 monthly management fee paid by student
- Arrears penalty: A flat arrears fee of \$35 will be charged to the account for more than 21 days overdue.
- Dishonour fee: \$15 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

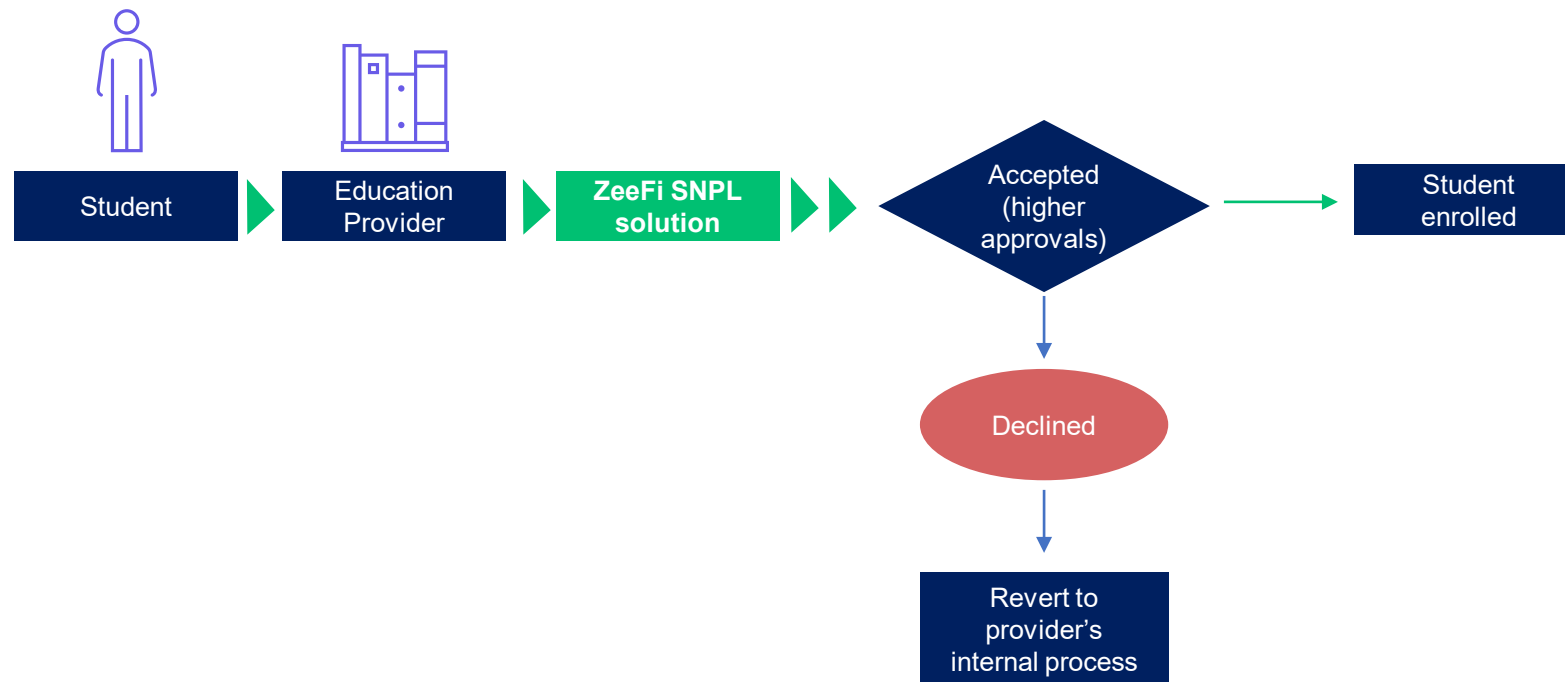


PLEASE NOTE: The above criteria do not guarantee suitability for Study Now Pay Later payment plan and should be used as a guide only. The applicant must demonstrate serviceability and meet other qualification criteria to be eligible for Study Now Pay Later including:

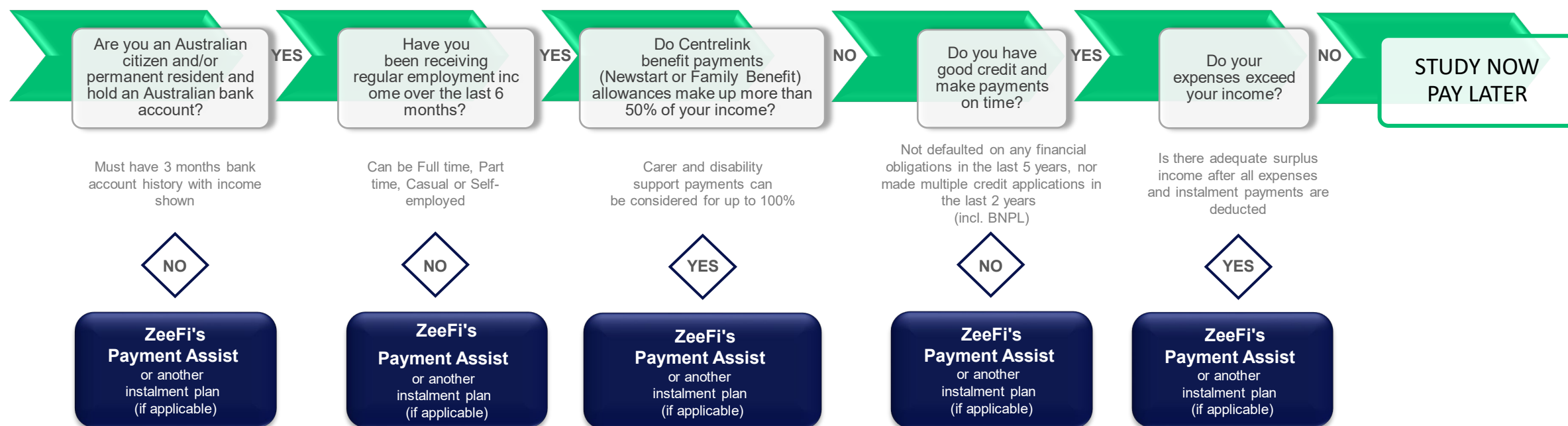
- be at least 18 years of age (or 16 years of age where parent/s are applying for the loan on behalf of the student)
- having adequate surplus income after all expenses and Estimated Monthly Instalment (EMI) are deducted from income
- satisfactory bank account conduct over the last three months.
- sound 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



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?	You acknowledge that the interest free payment plan is only available to fund the course in which you are undertaking?
Are you an Australian Citizen or Permanent Resident?	You agree that the funds provided by us for your course will be paid directly to the Education Provider?
Are you employed, full time, part time/casual or self-employed?	You agree to repay all amounts due (including fees and charges) in full, even if you decide not to complete the course?
You confirm there are no planned changes to your financial situation.	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?

☐ No☐ No

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

04

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.

YOUR
DETAILS

COURSE
DETAILS

INCOME, EXPENSES &
BANK ACCOUNT

Your Information

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

First name

Middle Name (Optional)

Last name

Gender

Email

Confirm email

Mobile number

Date of birth

Number of dependents

Relationship status

Home address

☐ Manual address (optional)

Medicare

Colour

Number

Card position

Valid to (mm/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.

First name

Middle Name (Optional)

Last name

Relationship with Borrower

Phone Number type

Mobile number

Continue

4

Course Details

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

YOUR
DETAILS

**COURSE
DETAILS**

INCOME, EXPENSES &
BANK ACCOUNT

Total course cost

\$ 1,950

Plan term

🕒 12 months

Repayment choice

🕒 WEEKLY

Input course name

📖 Test Course

First direct debit **\$89.25**

Ongoing direct debit **\$39.25**

Back

Continue

5 Income & Expenses Details

Fill in employment type, how long have they been in the current position, total monthly income after tax and total monthly living expenses.



Income Details

Employment type

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

How long have you been in your current position?

Expenses

Total Monthly Living Expenses

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

Calculate your total income, total expenses and surplus

Back

Calculate

6

Income, Expenses & Bank Account

Fill in bank account details to set up direct debit.

Calculate your total income, total expenses and surplus

Total monthly income

\$ 2,000

Total monthly expenses

\$ 1,000

Surplus

\$ 1,000

Nominate your Direct Debit Account

Bank name



Account holder name



Account number



BSB number



Back

Submit

7 Application Validation

Once application is submitted, the student will receive a notification confirming we have received their application and its being validated.

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.

8

Application Approval

Once application is approved, the student will receive a 'Success' message

Success!

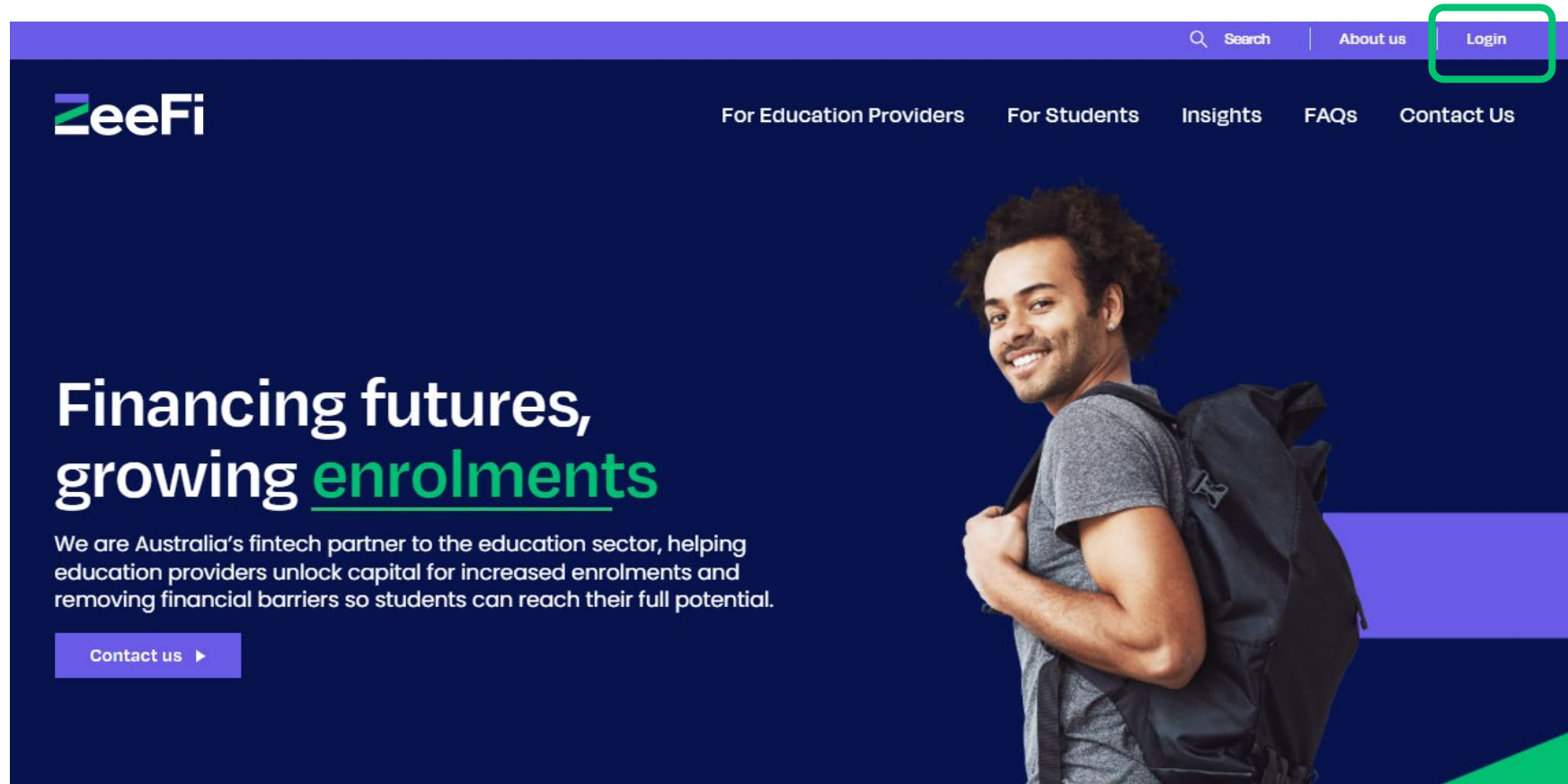
Congratulations, your Study Now, Pay Later application has now been approved. You will shortly receiving your Agreement via email for signing.

If you have any questions or wish to discuss your Agreement please contact our team on 1800 324 909. We wish you well for your studies ahead.

Ok

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 **Education Provider** portal.

The homepage is:
zeefi.io

How to Login

Login

 Username

 Password

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

The screenshot shows the ZeeFi web application interface. On the left is a sidebar menu with options: Dashboard, Applications (highlighted), Plans, Payment Assist, Courses, and Reset Password. The main content area is titled 'Applications' and includes a 'Filter by Status' dropdown menu currently set to 'Signed'. Below the filter, a specific application is displayed with the ID 'APP-0000008288' and a creation date of '23/02/2022'. The application details are as follows:

Field	Value
Borrower Name	Richard Test
Student Name	Richard Test
Plan Amount	\$2,000.00
Status	Signed
Course Name	Industry Short Course in Multi-Media and Fashion(SNPL-M)

At the bottom of the application details are two buttons: 'Request Fund' and 'More Info'.

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



Welcome Test, Applications

Filter by Status

Signed

1

2

3

Dashboard

Applications

Plans

Payment Assist

Courses

Reset Password

APP-0000008288 Created on 23/02/2022

Borrower Name Richard Test

Student Name Richard Test

Plan Amount \$2,000.00

Status Signed

Course Name Industry Short Course in Multi-Media and Fashion(SNPL-M)

Request Fund More Info

Please enter requested date

dd/mm/yyyy

February 2022

Su Mo Tu We Th Fr Sa

30 31 1 2 3 4 5

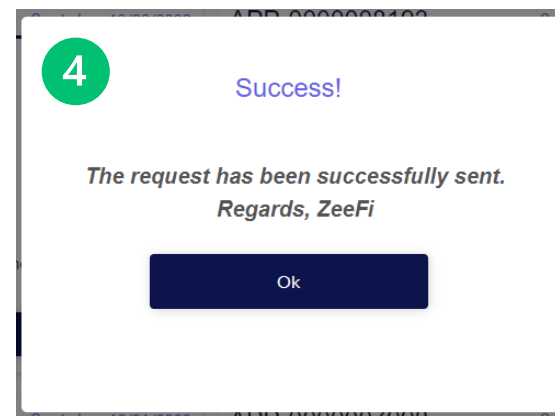
6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 1 2 3 4 5

Ok



1. To request for funds, filter by 'Signed' applications. This will show you all students who have currently signed a plan agreement with ZeeFi.
2. Click the 'Request Fund' button
3. Enter requested date. 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'.

Payment Assist – Refer

(For EPs using different terms - activating Payment Assist (PA) plan, for students not eligible for SNPL)

If the education provider (EP) is on a package and wish to invoke different terms when a student is rejected from SNPL, the status '**Payment Assist – Refer**' will allow the EP to update the terms for the Payment Assist application and fire the updated Payment Assist agreement for student to review/sign.

Applications

Filter by Status

All

All

Approved

Pending Approval

NEW - ENTERED

Signed

Processed for Funding

Funded

Canceled

Rejected

Payment Assist - Refer

This new status can be filtered in the EP portal. Status flow:

- **Approved** - once you have changed the terms and sent the new agreement
- **Signed** - triggers auto email to let the EP know to log in to their partner portal to activate the Payment Assist plan.
- **Processed for Funding**
- **Funded**

APP-0000008873 Created on 20/04/2022

Borrower Name Richard Test

Student Name Richard Test

Plan Amount \$4,324.00

Status Payment Assist - Refer

Course Name Education Provider Course (PA)

Request Different Term More Info

The "Request Different Term" button prompts EP to update the terms and send the new PA agreement to student.

After the 'disclaimer' and 'Continue' button is clicked, the system will send the PA agreement to the student and a 'Success' message will appear. EP can click 'Ok' to close.

EP can only change the amount and term, not the frequency.

Update Payment Assist with new Plan Amount and Term

Plan Amount
(This is the cost of the course under the payment plan)

\$

Frequency

WEEKLY

Plan Term

6 months

Cancel Calculate

Success!

The updated Payment Assist agreement with the new terms/amount has been sent to the student via email.

Regards,ZeeFi

Ok

Before an EP can send the Payment Assist agreement, the EP will be asked to confirm the student is satisfied and agrees to the new terms

Update Payment Assist with new Plan Amount and Term

Plan Amount
(This is the cost of the course under the payment plan)

\$ 1,500

Frequency

WEEKLY

Plan Term

3 months

Establishment Fee

\$50.00

Monthly account fee

\$7.00

Your first payment will be for

\$167.13

Followed by 12 payments of

\$117.13

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

\$1,572.75

☐ Student has accepted the new terms and is happy for the plan agreement to be sent via email for review and signature.

Cancel

Continue

Payment Assist – How to request funds


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

APP-0000009395 Created on 22/06/2022

Borrower Name	Rich Test
Student Name	Rich Test
Plan Amount	\$12,000.00
EP Id	
Status	Signed
Course Name	Test Course Certificate (PA)

 [Input First Payment Date](#) [More Info](#)

Please enter first payment date



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

Success!

The request has been successfully sent.

Regards, ZeeFi

[Ok](#)

Marketing Materials

Visit www.zeefi.io/resources

Social Tiles

A social media tile with a dark blue background. The top half has the text "Study Now. Pay Later." in white and green, with "Pay Later." underlined. The bottom half features a portrait of a woman with dark hair, wearing a black lace top. To the left of the portrait, the text "Study now and pay-off your course interest free, over time" is written in white. The ZeeFi logo is in the bottom left corner.

Study Now.
Pay Later.

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

ZeeFi

A social media tile with a light blue background. The top half has the text "Study Now. Pay Later." in dark blue and green, with "Pay Later." underlined. The bottom half features a portrait of a smiling woman with short brown hair, wearing a white t-shirt. To the left of the portrait, the text "Remove the financial burden of quality education" is written in white. The ZeeFi logo is in the bottom left corner.

Study Now.
Pay Later.

Remove the financial
burden of quality
education

ZeeFi

A social media tile with a dark blue background. The top half has the text "Study Now. Pay Later." in white and green, with "Pay Later." underlined. The bottom half features a portrait of a smiling man with curly hair, wearing a grey t-shirt and a backpack. To the left of the portrait, the text "Enabling greater access to quality education" is written in white. The ZeeFi logo is in the bottom left corner.

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 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