

Pepper Resolve Fact Sheet

PEPPER RESOLVE - FROM PEPPER MONEY'S CUSTOMER CONVERSION TOOLKIT

WHAT IS PEPPER RESOLVE?

Pepper Resolve is a cloud based broker conversion tool designed to provide mortgage brokers with an alternative loan solution, where your client's needs cannot be met (or easily met) by the first choice lender. Pepper Resolve aims to ensure every opportunity is maximised, by turning a negative outcome into a positive customer experience – by turning a 'No' into a 'Yes' with Pepper Money.

HOW DOES PEPPER RESOLVE WORK?

If a loan application has been declined, withdrawn, or is unlikely to proceed by the first choice lender, your loan system automatically sends the application to Pepper Resolve. Pepper Resolve immediately determines eligibility for a Pepper Money loan product. Where a solution is available, a customised Indicative Offer is returned to you, including a Pepper Money product, interest rate and fees. Pepper Resolve is hosted by an external provider, and operates independently of Pepper Money. Pepper Money cannot see your client's personal information until such time as the application is formally submitted.

DO I HAVE TO OBTAIN SPECIAL CONSENT FROM MY CLIENT TO UTILISE PEPPER RESOLVE?

No. As part of the set-up process to connect your organisation's system to Pepper Resolve, your Privacy Consent has been reviewed and may have been updated to ensure it complies with applicable privacy laws.

WILL MY CLIENT'S PERSONAL INFORMATION BE KEPT SECURE?

Yes. Your client's loan application information is kept secure at all times. Loan information is sent and received by way of password encoded data transfers. Your client's personal information is visible to you only.

WHAT SHOULD I DO WITH THE INDICATIVE OFFER?

The Indicative Offer can be presented to your client for their consideration. If your client wishes to proceed, you simply follow your existing loan application process, to clone the original application and submit to Pepper Money – attaching the Indicative Offer letter or Pepper Resolve reference number also.

HOW SHOULD I INTRODUCE THE INDICATIVE OFFER?

The Indicative Offer can be presented as a viable, genuine alternative to your client's initial loan application. Remember, your client may be sensitive to their initial application not proceeding. So the Indicative Offer should be carefully positioned, with due consideration given to your client's particular circumstances. **TIP:** [click here to download Pepper Money's 5 Step Process](#) – a proven approach to positioning an alternative solution.

DOES PEPPER RESOLVE SEEK MY CLIENT'S CREDIT INFORMATION FROM THE BUREAU?

Yes. Pepper Resolve requests an Access Seeker Report from the Bureau to assist in determining whether we have a loan product that is suitable for your client's situation.

DOES THE BUREAU QUERY AFFECT MY CLIENT'S CREDIT BUREAU SCORE?

No. Your client's Bureau score will not be affected. A request is submitted for your client's credit information from the Bureau, using an 'Access Seeker' request. While your client will be able to see a record of the Access Seeker enquiry, Pepper cannot.

DO I HAVE TO PAY FOR THE BUREAU QUERY?

No. There is no cost to you for having Pepper Resolve run the Bureau query. The cost is absorbed by Pepper Money.

WILL PEPPER RESOLVE PROVIDE AN INDICATIVE OFFER ON ALL APPLICATIONS?

No. There are two main reasons why an Indicative Offer may not be provided:

1. The application scenario is outside of Pepper Money's Credit policy and requires further assessment; or
2. The Bureau is unable to match your client and hence, is unable to return their credit information.

You will only be notified when a Pepper Money loan product is available.

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DO I HAVE TO ATTACH A COPY OF THE INDICATIVE OFFER PAGE WHEN I SUBMIT A FORMAL APPLICATION?

Yes. In order to ensure Pepper Money offers your clients the best possible experience and a fast turnaround of their formal application, we request that you always submit a copy of the Indicative Offer when submitting a formal application.

WILL THE LOAN PRODUCT AND INTEREST RATE GENERATED BY PEPPER RESOLVE BE HONOURED BY PEPPER MONEY WHEN I SUBMIT THE FORMAL APPLICATION?

Yes. Provided the application information sent to Pepper Resolve is the same as that contained in the formal application, the loan product and interest rate will be honoured. If there is a material variance in the information provided, Pepper Money will contact you to discuss the application.

WILL PEPPER RESOLVE REPLACE THE WAY I CURRENTLY SUBMIT A FORMAL APPLICATION TO PEPPER MONEY?

No. You will still be required to submit the formal application to Pepper Money per the standard process.

WILL I BE ABLE TO VIEW APPLICATIONS I HAVE SUBMITTED TO PEPPER RESOLVE?

Yes. You will be able to view Pepper Resolve applications in the same way you view all other applications in your current system.

WHO DO I CONTACT IF I HAVE A QUERY ON PEPPER RESOLVE?

Your first contact point is your Pepper Money BDM.

For more information please contact your **Pepper Money BDM** or call **1800 737 737**.