

Golf Membership Finance Guide

Non-Brokered Credit

Background

- Novuna's Non-Brokered Credit Golf Membership Finance solution allows Golf Clubs to offer regulated finance products at point of sale without the requirement to be FCA authorised.
- **Strict guidelines must be followed with this solution.**
- **Golf Clubs must not be involved in any aspect of the customer journey before, during, or after the point of application as this would be deemed a regulated credit activity.**
- Posters and leaflets provided by Novuna within the Golf Club are allowed, as is the use of a promotional banner on a Golf Clubs website.
- Approved wording will also be provided to be used within the annual invoice issued to a member

Rules

Golf Membership Finance

Rules

Retailers are not permitted to:

- Alter, amend or modify the Marketing Materials provided by Novuna in any way;
- Recommend Novuna to Members;
- Recommend any finance products to Members including any finance products that are advertised by Novuna using the Marketing Materials;
- Assist Members in completing a Credit Application;
- Submit a Credit Application on behalf of a Member to Novuna;
- Undertake any preparatory work on behalf of a Member in respect of either a Credit Application or in contemplation of a Member making a Credit Application;
- Advise Members in respect of the availability of, or their eligibility for finance (including a Consumer Finance Product) to fund the Fee;
- Collect the personal details of any Member who wishes to be considered for finance to fund the Fee and pass those details to Novuna;
- Expressly or impliedly direct a Member to the Digital Banner or make a Customer aware of the existence of the Digital Banner on the Golf Club website.
- The Golf Club acknowledges and agrees that where it carries out any of the activities set out in clauses 2.4.1 to 2.4.8 (inclusive), the carrying on of such activities shall be deemed to be a material breach of this Agreement by Novuna and Novuna shall be entitled to terminate this Agreement immediately on giving the Supplier notice in writing.

Contact Information

Contact Information

Members

Customer Experience	Phone Number	Opening Hours	Address
General Application Queries, Application Error Queries, Referral Queries, Cancellation Queries	0344 375 5500	Mon-Fri 09:00-18:00 Sat-Sun 08:00-14:30	Novuna Consumer Finance, 2 Apex View, Leeds, LS11 9BH

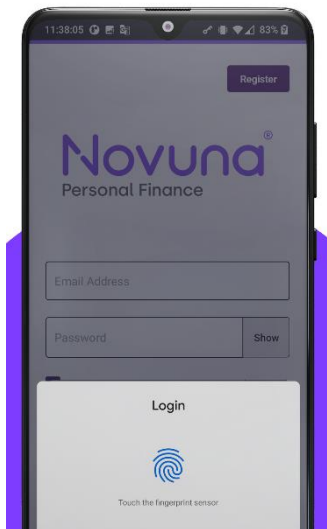
- If any members have any queries regarding their application, please ask them to call 03443755500. Please remember that you should **not** be discussing finance with members.

Contact Information

Members

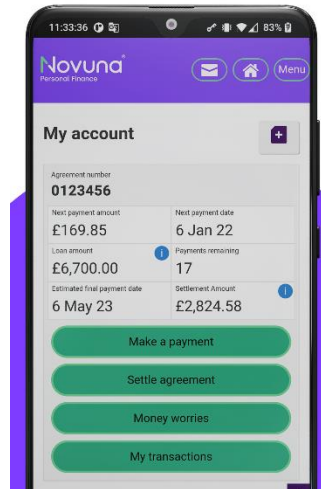
- Members can also manage their credit agreement via the **Novuna Personal Finance App** which is available on the App Store and Google Play:

Quick and easy log in

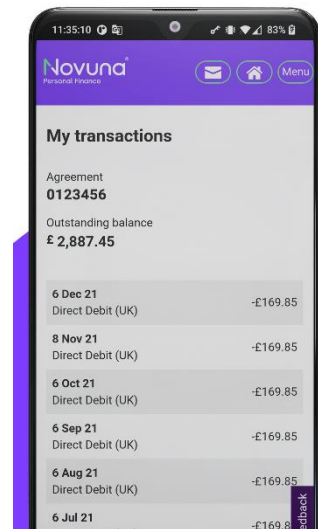


Account management
at your fingertips

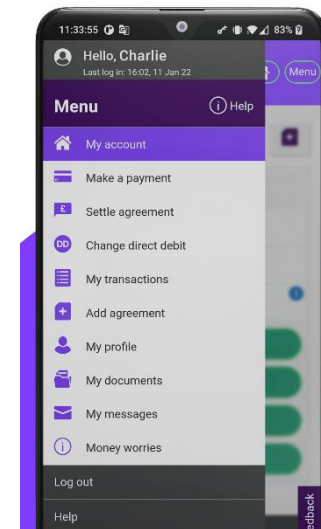
A simple solution to
managing your loans



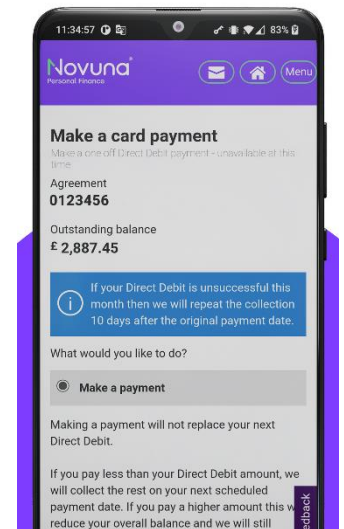
View your transaction
history and real-time
balance



Manage your account
when and where it's
convenient for you



Make your payment or
settle your agreement
quickly



Contact Information

Golf Club

If you have any queries regarding your facility, please reach out to our partner Fore Finance. They can be reached via the below contact information:

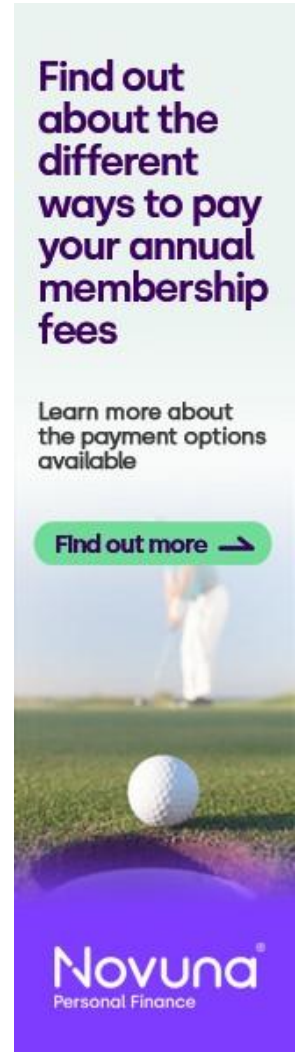
Name	Email Address	Contact Number
Conor Hull – Golf Finance Specialist	conor@forefinance.co.uk	T: 01937 222 123 M: 07581 364 281
Andy Herridge – PGA Professional	hello@forefinance.co.uk	T: 01937 222 123

Digital Banners

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Digital Banners

- You will be provided with a number of digital banners to be used on the homepage of your website if required.
- The banner should be hyperlinked to the correct landing page URL which is listed below:
- <http://golfmemberships.novunapersonalfinance.co.uk/>
- **The banners can only be utilised on a Golf Clubs Homepage and should not be placed on a page related to the cost of the fee/membership fees.** This is to ensure adherence with FCA regulations.
- The banners should not be altered in anyway.



Invoice Wording

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Invoice Wording

- The below wording should be used by Golf Clubs to place on invoices for fees.
- If any payment options listed below do not apply they should be removed, otherwise this wording cannot be altered:

How to Pay

Cash or Card Payment – For further information please visit us in person, call <insert phone number> or email <insert email address>.

Bank Transfer – Account <Insert bank account name>, Account Number <insert account number>, Sort Code <insert sort code> (Using your membership number or invoice number as reference)

Other payment options

For further information about payment options please [click here](#)

- The “click here” shown above should be hyperlinked by the Golf Club to the correct landing page URL which is listed below:

<http://golfmemberships.novunapersonalfinance.co.uk/>

Retailer Reporting

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Retailer Reporting

Golf Clubs will be provided with weekly reporting in order for them to confirm that a customer has taken out finance to pay for their membership. An example of this report can be viewed [here](#):

The reporting will include the following information:

- Agreement Number
- Retailer Reference
- Full Name
- Loan Amount
- Paid Out Date
- Application Status

Please Note – We can only provide reporting for Paid Out Applications. We do not have authorisation to provide reporting for any other applications.

- Remittance will also be provided separately to the above reporting to confirm once funds have been paid to the Golf Club.

Funds will typically be paid within 2 working days of the credit application being signed by the member.

Cancellation Process

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Cancellation Scenarios

Member decides to cancel part way through their membership/finance agreement

- The member will need to speak to the Golf Club in this scenario.
- The member will need to provide the Golf Club with their Settlement Figure. The member can then pay those funds to the customer.
- It is then the member responsibility to use this money to settle their credit agreement with Novuna.

Member changes mind within 30 days of signing and repayments starting

- The member will need to speak to the Golf Club in this scenario.
- The member will need to provide the Golf Club with their Settlement Figure. The Golf Club can then pay those funds to the member.
- It is then the members responsibility to use this money to settle their credit agreement with Novuna.

Customer places duplicate application that is not required

- The member will need to contact our Customer Service Team requesting cancellation.
- The cancellation will then be processed, and communication will be sent to the customer to confirm cancellation of the duplicate application.

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Cancellation Scenarios

Member places application at the wrong Golf Club or for wrong loan amount - Identified by Golf Club

- Golf Clubs should be able to identify cases like these on their daily reporting.
- If a Golf Club identifies an application from a non-member the Golf Club will need to email finance.queries@novuna.co.uk requesting cancellation of the application.
- The application will then be cancelled by our Finance Team and a communication will be sent to the customer confirming the cancellation due to their application being placed under the wrong retailer or for the wrong loan amount.
- Messaging will be included on the cancellation communication to instruct the customer to complete a new application under the correct retailer if finance is still required.
- Any repayments made by the customer will be refunded.
- Messaging will be added to the daily reporting to inform retailers of the above process.

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Cancellation Scenarios

Member places an application at the wrong Golf Club - Identified by Member

- In this scenario, the member will simply need to contact our Customer Service Team and request cancellation of the application.
- The cancellation will then be processed, and communication will be sent to the member to confirm cancellation. These will be subject to authorisation BD.
- The member will then need to put through a new application under the correct retailer if required.

Member places an application for an incorrect loan amount - Identified by Member

- The member will need to contact our Customer Service Team requesting cancellation.
- The member will then need to put through a replacement application if required.
- The member will then be processed, and communication will be sent to the customer to confirm cancellation. These will be subject to authorisation from myself.

FAQ's

FAQ's

Questions

- **What do I do if a member contacts me regarding the status of their application?**
 - Advise the customer to contact the Novuna Customer Helpline on 03443755500.
- **Do I have access to an application portal?**
 - No, this is not permitted. You will be provided remittances and weekly reporting which will confirm when customer agreements have gone live and their memberships can be activated.
- **How do I know when a membership can be activated?**
 - As mentioned above, you will receive a remittance and reporting which will confirm when a customers agreement has gone live. At this point the membership can be activated.
- **What do I do if a member is not showing on the remittance or reporting but they are insisting they have completed their application?**
 - If a member is not showing on the remittance or reporting, this indicates they have not completed the full application journey. If this is the case, the member will need to contact Novuna Customer Helpline on 03443755500 and request an e-sign link is sent out so they can sign their credit agreement and complete the full application process.

FAQ's

Questions

- **Will the members finance agreement auto renew?**
 - No, the member will need to reapply for finance when they receive their annual invoice for the next membership year.
- **Can the member finance fees other than for their golf membership?**
 - Yes, whatever the invoice total is can be financed.
- **How can an application be cancelled?**
 - Please refer to pages 11-14 for further information regarding cancellations.
- **What do I do if a member contacts me asking why their application was declined?**
 - Advise the customer that they can contact Novuna to appeal the decision on 03443755500 or via emailing referrals@NovunaPersonalFinance.co.uk
 - Please note we are unable to discuss the reason for a decline and will not share this with applicants.

FAQ's

Questions

- **What is the minimum amount that can be financed?**
 - **The minimum amount that can be financed is £400.**
- **What is the maximum amount that can be financed?**
 - **The minimum amount that can be financed is £6,000.**
- **How long does it take for Novuna to pay out the funds for a live agreement?**
 - **Funds will be paid within 2 working days of the customer successfully e-signing their credit agreement. Payment will be confirmed via remittance which is sent to the email provided at when you onboarded with Novuna.**