

BRAEMAR STATUSES

ACCEPT

The credit application has been accepted for finance and valid for a maximum of 90 before it auto cancels.

REFER

The credit application hasn't been able to reach an automated decision, it requires a manual decision from the lender to either be accepted or declined.

DECLINE

The credit application has been declined for finance. The customer can reapply after 60 days. If the customer applies prior to the 60 days they will automatically get **pre-declined** to protect their consumer credit file.

PREDECLINE

The credit application has been pre-declined because either:

- The applicant has been declined for a loan within 60 days
- Velocity rules (multiple attempts)
- Flagged as there may be a discrepancy with the customer details.

ACTION-CUSTOMER

The customer has been accepted in principle and paid their deposit. The application requires an ID to be uploaded in order to proceed for further verification purposes (Passport or Drivers Licence only). The Customer will receive an email notification with a link to upload the relevant document. Should an ID upload fail on the second attempt, please see Action-lender.

ACTION-LENDER

The customers identity document (Passport/Drivers License) could not validated.

VERIFIED

The customer has successfully paid their deposit. Applications sitting in verified don't Expire.

CANCEL

The credit application has been cancelled (if in Accept) and the Deposit refunded too (if in Verified).

AMENDED

The credit application has been amended (higher or lower loan amount) and is awaiting a customers approval (re-sign their credit agreement).

How to amend an order to increase/decrease the loan amount:

Only applications with a status of Accept or Verified can be amended.

- Click on 'Credit Applications in the Reporting section on the left-hand navigation.
- Find the application that you wish to update by either customer name or retailer reference (you could also use the search bar at the top of any page)
- Click on the application to bring up the quick view and select 'amend order' from the order actions. The deposit can be amended at this point too, if needed.

This will put the credit application status into Amended. The customer will need to confirm the changes by signing a new credit agreement. This will automatically be emailed to them.

FULFILLED

Only Verified orders (credit loans that have been Accepted and had a deposit paid) can be fulfilled.

How to fulfil and order:

- Click on Credit Applications in the Reporting section on the left-hand navigation menu
- Find the application that you wish to update by either customer name of retailer reference
- Click the application to bring up the quick view, select the order as fulfilled' from the order actions (include order reference number i.e.UK171209-08152215.)

COMPLETE

The application has been completed and payment released. The lender will send a remittance advice with payment breakdown.