



Citi Retail Services

Consumer Financing FAQ

Consumer financing is a very powerful tool that can assist you in growing your business by closing more sales. ICP and Citi Retail Services have partnered to offer an exclusive financing program for ICP dealers. Each dealer wishing to participate in this program is required to apply for enrollment to benefit from the special financing programs offered exclusively for you, the ICP dealer.

Why am I, as the ICP dealer required to apply to Citi Retail Services to offer financing from Citi Retail Services to my customers?

- ◆ Dealer failure has the potential of costing Citi Retail Services substantial amounts of money. Because of this, Citi Retail Services requires each dealer who wishes to participate in this program to apply for enrollment. Citi Retail Services performs a background check on each dealer that applies. This helps ensure that only stable and reputable dealers are enrolled in the program. By lowering our risk we can continue to offer affordable financing programs to enrolled ICP dealers at competitive rates.

What does the sign up kit include, and how can I get one?

The kit includes:

- ◆ Dealer application checklist (ensures kit is complete)
- ◆ Dealer Application
- ◆ Dealer Agreement

Sign up kits are available by:

- ◆ Contacting your Territory Manager
- ◆ Calling Citi Retail Services at 1-800-722-5465

How am I protected against consumer non-repayment?

- ◆ Citi Retail Services offers participating ICP dealers the protection of financing that is non-recourse for credit reasons. This protection offers freedom from the risk of non-payment that dealers may otherwise encounter when a consumer defaults for credit reasons.

What is required for my application?

- ◆ Completed and signed Dealer Application and Dealer Agreement
- ◆ Copy of company voided check (for direct deposit purposes)
- ◆ Copy of State Business license
- ◆ Copy of State or local HVAC Contractors license
- ◆ Last 2 years of company financials may be needed
- ◆ Additional forms may be required depending on the state(s) your business offers services in

Why do you need my financial statements?

As a general rule, financials will help us:

- ◆ If there is limited business credit history
- ◆ If your business is less than 2 years old
- ◆ With general periodic business reviews

What sources are used in the decision process?

Citi Retail Services uses various sources along with information you provide to review the background and history of each dealer enrolling in the ICP program. These sources include:

- ◆ Company financials
- ◆ Principal(s) personal credit / past work history if needed
- ◆ At least 2 supplier references and 1 bank reference

How am I informed of Citi Retail Services' decision?

Upon Citi Retail Services making a decision of approval or declination, you will be sent notice of the decision. If you are approved, Citi Retail Services will send you a fax. The approval fax will include:

- ◆ Notice of approval
- ◆ A description of the Welcome Kit contents you will receive by mail
- ◆ Available Credit Plans
- ◆ Dealer ID, Pin Number and Merchant Number (Identification numbers)
- ◆ Contact number for questions

If we decline, you will receive a letter by mail with the decision and contact numbers for questions.

***What is the Welcome Kit, and what does it include?**

The Welcome Kit, sent immediately upon approval, has materials you'll need to use the program. The welcome kit will include:

- ◆ Welcome letter
- ◆ Program procedures
- ◆ Laminated contact reference sheet w/ payment estimator
- ◆ Credit Applications and Disclosures
- ◆ Transaction Slips / Notice of Cancellation forms
- ◆ Certificate of Completion forms
- ◆ Credit Slips
- ◆ Training Brochures

Citi Retail Services is here to help you grow your business.

Please give us a call if we can assist you.

1-800-722-5465