



Omni Capital

Retail Finance

*Powering purchases.
Improving lives.*

Are you using Omni Capital
Retail Finance to provide
finance options for your
customers' purchases?

For Retailer Use Only

Are you using Omni Capital Retail Finance to provide finance options for your customers' purchases?

Here's what you need to add to your website

If you've chosen Omni Capital Retail Finance (Omni) as your retail finance provider, you're in good hands. One of the first things you'll need to do is update your website, to help promote the availability of finance to your customers, and to give them all the information they'll need. The best way to do this is to have a separate Finance page on the website.

Whilst much of the content needs to be included on every Finance page, some of the content is dependent on whether you're providing access to interest-free, or interest-bearing finance. This guide gives you the information you'll need, and examples of how you may want to word and present each section.



Here are the sections you'll need to include

Are you thinking of spreading the cost of your purchase?

Finance is a great way to spread the cost of your purchase, if used responsibly. We have teamed up with Omni, one of the UK's leading finance specialists, so that you can apply for and complete a loan application quickly and easily – the online application process only takes a couple of minutes to complete, and you will receive confirmation of whether your application has been successful, or referred for further consideration, instantly.

More about our finance option(s)

Our monthly payment plan(s) are designed to help make your purchase more affordable.

We offer:

- Deferred payments for X months
- A payment term of X months/Payment terms between X and Y months
- Interest free finance/An APR of X.X%/APRs from X.X% to Y.Y%

It's important to remember that you should only enter into a finance agreement if you are sure you can afford the repayments for the full term of the loan. Whichever finance option you choose to apply for, you need to be sure that you can afford to pay the deposit, and keep up with your monthly repayments. You should think about any changes to your situation that might occur during the term of the loan, which could affect your income or expenditure, for example – retirement, moving home, changing jobs, or any health issues.

OR

Finance options are a form of credit. If you fail to maintain your payments, your lender could ask a debt collector to contact you or commence legal action to recover the money you owe. A poor repayment record will affect your credit file.

Pluralise the wording if you offer more than one option

Add the details of the options you offer – make sure you make reference to deferred periods, payment terms, and interests rates as applicable

You'll need to include a warning which explains the implications of failing to keep up payments on the finance arrangement – here are two examples of how you might phrase this (one is more direct than the other)

Check your eligibility

You can be considered for finance if you:

- Are at least 18 years old
- Are a permanent UK resident and have lived in the UK for at least 3 years
- Have a gross annual income of at least £5,000
- Have a UK bank account capable of accepting Direct Debits
- Have a good credit history with no late payments, Debt Relief Orders, County Court Judgments or bankruptcies
- Meet any other Omni criteria

Please remember that your application for finance isn't guaranteed to be accepted, and that all applications are subject to status.

There's no need to change this wording, it summarises Omni's key requirements

Finance calculator / example(s)

Customise the heading depending on whether you're providing access to a calculator, and / or examples

You can check your repayment options and affordability using our finance calculator, which can be found [here](#) – see below for an example.

Finance type	6 Months Interest Free Credit (0% APR)
Price	£599.99
Deposit	10% (£60.00)
CALCULATE	
Monthly Payment	£89.99
Cash Price	£599.99
Deposit to Pay	£60.00
Loan Amount	£539.99
Loan Payment	£539.99
Cost of Loan	£0.00
Total Amount Payable	£599.99
Number of Payments	6

If you have a finance calculator included within your website, provide a link to it where you say '[here](#)', and add a screenshot of your own finance calculator below the sentence (example shown here)

Representative example:

- Selection of cash prices
- Deposit required
- Loan amount
- Finance term
- Deferral period (if applicable)
- Interest rate APR (confirm if 0%)
- Monthly payment amount
- Number of repayments
- Total amount payable
- Cost of credit
- Early repayment fee

If more than one option is offered e.g. interest bearing **AND** interest free, two separate tables should be used to add clarity. An example of how that table might look is shown below

Representative examples

Option 1 - 0% finance over 10 Months		Option 2 - 9.9% finance over 24 Months	
Goods Price	£750.00	Goods Price	£1,500.00
Initial Payment *from £9.99	£10.00	Initial Payment *min 10%	£150.00
Total Amount of Credit	£740.00	Total Amount of Credit	£1,350.00
10 Monthly Payments	£74.00	24 Monthly Payments	£61.97
Total Amount Payable	£750.00	Total Amount Payable	£1,637.29
Cost Of Credit	£0.00	Cost Of Credit	£137.29
Agreement Duration	10 Months	Agreement Duration	24 Months
Representative APR	0% APR	Representative APR	9.9% APR

Our finance provider – Omni Capital Retail Finance

You're in safe hands with our finance provider, Omni Capital Retail Finance. Omni was founded in 2009, is part of Castle Trust Group, and is one of the UK's leading finance specialists. It is authorised and regulated by the Financial Conduct Authority (reference number 720279).

There's no need to change this wording

Paying with finance

The process for making your purchase using finance couldn't be easier. Simply:

- Place the item (or items) in your basket
- Choose your payment plan
- Complete the application
- Wait for your order to arrive

This example shows a typical online purchase process – you'll need to amend the steps if your process is different

OR you could add a graphic showing the key process steps – a graphic can help show how easy the process is

FAQs

Applying for a loan: Am I eligible to apply for finance?

You may be eligible to apply for finance if you:

- Are at least 18 years old.
- Have a gross annual income each year of more than £5,000.
- Are a permanent UK resident and have lived in the UK for at least 3 years.
- Have a UK bank account capable of accepting Direct Debits.
- Are not currently bankrupt, subject to an Individual Voluntary Agreement (IVA), or have any country Court Judgements (CCJs).
- Provide an email address so your documentation can be emailed to you.

The FAQ section is a great way to anticipate questions from your customers, and provide helpful information. We've populated some of the static answers here, you'll need to provide answers to the others depending on your arrangements with Omni. You can also add your own questions if you want

Will a credit search be registered against me if I apply?

Omni will perform a 'soft' credit search on your credit file as part of their assessment, to determine whether the loan is affordable for you and if you are likely to make your repayments on time.

It's important to know that an application for credit will only result in a 'soft' search on your credit file until the point your application for finance is complete, at which point a 'hard' credit check will be recorded on your credit file. Only you can see that a 'soft' search has been made on your credit file, but a 'hard' credit check will be visible to others viewing your credit file, for example, if you apply for credit in the future, the lender will see that an application credit search was made on your credit file.

What happens after I have submitted my application?

Your application will be assessed based on eligibility, credit history and affordability and Omni will let you know the outcome in just a few seconds.

Your application may be referred to a lender for manual assessment and you may receive a request for additional information to support your application.

What happens if my application is accepted?

Once your application is accepted you will be prompted to review and sign your credit documentation. This documentation will detail all the important information about your loan and should be read carefully.

What happens if my application is referred to an Underwriter?

You will receive a response from the Underwriter within 20 minutes of the application being referred during normal working hours. This can either be an accept, decline or a request for more information.

If more information is requested, you will receive an email detailing the information required. If you have any questions, you can contact the Underwriting Team at underwriting@ocrf.co.uk.

What happens if my application is declined?

If your application was declined, Omni may be unable to give you specific reasons why. Omni use information from your credit report, alongside your income and expenditure data to make a lending decision. You will receive an email which will provide further details of the Credit Reference Agencies and contact information for any queries you may have.

Managing my loan: When do my monthly repayments start?

After your goods or services have been provided your loan will be activated. Your first Direct Debit payment will be taken approximately 30 days after you receive your welcome email from Omni. This will show on your statement as a payment to Omni.

You can request to change your monthly payment date after the first payment has been made by contacting Omni and speaking to their customer services team on **0333 240 8317**. You will also be registered for their Customer Self Service portal, where you will be able to change the payment date yourself.

How can I contact the lender to discuss my loan?

There are three ways to contact Omni:

- Through the **Customer Self Service Portal**.
- By email at **customerenquiries@ocrf.co.uk**
- By telephone on **0333 240 8317**.

Are there any fees for repaying my loan early?

There may be a fee for early repayment depending on the type of loan. Your Credit Agreement will detail the applicable fees for your product.

Can I cancel my finance agreement?

You have 14 days to cancel your credit agreement, please note that to cancel your goods and services you will need to speak to us directly. Cancelling your finance agreement with Omni without cancelling the goods and services will mean payment for the goods and services will still be required.

If I need to make a complaint, who do I contact?

If you are unhappy with the level of service Omni have provided or anything Omni have done, you can let them know in the following ways:

- By telephone on **0333 240 8317**.
- Email: complaints@ocrf.co.uk.
- By Post: **Complaints, Omni Capital Retail Finance Ltd, Customer Services, PO Box 6990, Basingstoke, Hampshire, RG24 4HX.**

Financial Difficulties: Who do I speak to if I want to discuss my loan, or I'm having trouble with my repayments?

Information about how Omni can support you if you miss a repayment can be found on their website:
<https://omnicapitalretailfinance.co.uk/money-worries/>

Use of personal data

To process your application, you will be asked to provide information about your personal, employment and financial situation. Omni Capital Retail Finance Limited will use your data to determine your finance offer. They will also perform a search with one or more Credit Reference Agencies to conduct checks for creditworthiness and any affordability assessments to help them make their decision.

You can find out more about how Omni Capital Retail Finance Limited uses and protect your personal data at <https://www.omnicapitalretailfinance.co.uk/privacy-policy/>.

Omni Capital Retail Finance Limited will provide you with a copy of their Privacy Policy with your loan documents.

The FAQ section is a great way to anticipate questions from your customers, and provide helpful information. We've populated some of the static answers here, you'll need to provide answers to the others depending on your arrangements with Omni. You can also add your own questions if you want

Financial Disclosure –

If you are a retailer and only use Omni as your lender

Retailer name is registered in England and Wales with company number **Company Registration Number**. Registered address: **Registered office address**. Terms and Conditions can be found at www.retailerwebsite.co.uk/terms. **Retailer name** acts as a credit broker and offers credit products exclusively from Omni Capital Retail Finance. **Retailer name** is authorised and regulated by the Financial Conduct Authority, registration number **FCA Registration Number**. Your application will be subject to a credit check using a recognised credit reference agency as part of our assessment process. Credit is subject to status, and is limited to UK residents aged 18 years and over. You can find Omni Capital Retail Finance's Terms and Conditions at www.omnicapitalretailfinance.co.uk.

Finance is provided by Omni Capital Retail Finance Ltd which is a credit provider/ lender. **Retailer name** does not receive payment for introducing customers to Omni Capital Retail Finance. Omni Capital Retail Finance Ltd finance options are subject to individual status, and terms and conditions apply.

Omni Capital Retail Finance Ltd is registered in England and Wales with company number 7232938. Registered address: 10 Norwich Street, London, EC4A 1BD. Authorised and regulated by the Financial Conduct Authority, Firm Reference Number: 720279.

You'll need to update this section with your own:

- Company name
- Company number
- Registered address
- T&Cs website address
- FCA number (delete this sentence if not FCA registered)

Add your company name

Don't change this wording.
Don't forget to add a hyperlink to Omni's website

Financial Disclosure –

If you are a retailer and use multiple lenders including Omni

Retailer name is registered in England and Wales with company number **Company Registration Number**. Registered address: **Registered office address**. Terms and Conditions can be found at www.retailerwebsite.co.uk/terms. **Retailer name** acts as a credit broker and offers credit products from different lenders. **Retailer name** is authorised and regulated by the Financial Conduct Authority, registration number **FCA Registration Number**. Your application will be subject to a credit check using a recognised credit reference agency as part of our assessment process. Credit is subject to status, and is limited to UK residents aged 18 years and over. You can find Omni Capital Retail Finance's Terms and Conditions at www.omnicapitalretailfinance.co.uk.

Optional Financial Disclosure –

If you are a retailer and use multiple lenders including Omni

Should a retailer have multiple lenders available to their customers but wants to reference Omni specifically, please use the following disclosure:

Finance is provided by Omni Capital Retail Finance Ltd which is a credit provider/ lender. **Retailer name** does not receive payment for introducing customers to Omni Capital Retail Finance. Omni Capital Retail Finance Ltd finance options are subject to individual status, and terms and conditions apply

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Improving lives.*

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Omni Capital Retail Finance is a member of the
Finance and Leasing Association (FLA)

