# Financing Solutions from Apple Financial Services

# Frequently Asked Questions

**What are the key selling points?**

Financing solutions from AFS make it easier than ever to bring Apple products into your customer's organisation in a simple, cost-effective way.

Apple Financial Services (AFS) provide options for your customer to utilise Apple devices that could cost less than an outright upfront purchase, with regular payments spread over 2 or 3 years so that payment for the devices matches the period of their usage.

This is combined with a scheduled refresh path at the end of the 2 or 3 year term, ensuring your customer is up to date with current technology. Therefore, continued access to the best technology has now become even more affordable.

**Is this 'Device as a Service'?**

Possibly. Although 'Device as a Service' has many definitions in the marketplace. This offering may fit the definition – we can include current Apple devices, AppleCare, Apple Business Manager, and other services for a low monthly cost per device or per user.

Your customers get the Apple technology they need, at a monthly payment that's right for their organisation.

**What is the impact on my sales if I promote AFS?**

We expect that you will bring forward more sales by offering financing or leasing. We expect that you may enjoy greater margins by offering monthly pricing rather than competing on total selling price (i.e. discounts). And we expect that you will enjoy great customer retention by having a clear upgrade path at end of term, therefore accelerating the second sales opportunity.

**What devices are included?**

MacBook, iMac, iPad, iPhone, iPod, Apple TV, Apple Watch and related accessories.

**Can I include AppleCare?**

AFS encourages the inclusion of AppleCare

**Can I include non-Apple products?**

Whilst this compelling offer is designed to encourage the usage of Apple products, we understand that many solutions will require a wider composition of products, including those not supplied by Apple. Therefore, we can consider their inclusion within financing proposals.

**Do you have rules around inclusion of soft costs?**

Standard practice allows approximately 30% of soft costs to be included within the financing agreement. However, for approved customers that require solutions involving higher soft cost components, AFS will be pleased to assist.

**What is the minimum transaction size?**

We can consider applications exceeding $10,000.00 (Excluding GST).

**How does AFS compare to other offers in the market?**

Given our residual value investment on Apple devices, our benchmarking indicates that AFS is very competitive when compared to similar competing fair market value offerings currently available in New Zealand.

**How do I obtain a financing quote?**

IM representative can provide you with a spreadsheet-based quotation tool to provide you with instant access to indicative pricing quotations.

**Ok, I have secured an order. How does my customer apply?**

Please send details of your equipment specifications, pricing, and contact details to us. This is easily completed by simply emailing the quotation tool and your customer proposal to Amit.Jamnadas@ingrammicro.com and Dave.Leabeater@ingrammicro.com.

**What are required for your credit reviews?**

Financial statements are generally required for orders exceeding $100,000. Many applicants including listed companies, educational institutions and registered clubs provide public domain access to financial reports. We can assist discussions with your other prospects as required.

**How is credit approval notification provided?**

We will provide an email confirmation.

**How does a customer sign documentation?**

Finance Application Form will be emailed to customer for completion.

Remaining are electronic documents with e-signature solution (via DocuSign).

Your IM representative will be able to clarify and assist.

**At what point am I safe to deliver devices and solutions?**

You can safely deploy your devices and solutions once you have credit approval in place, and notification from us that the customer has correctly signed the AFS documentation. We can also issue a "release letter" to you.

**When do I get paid?**

We will request a Tax Invoice from you for the full value of the customer order. Payment will be remitted to you within 2 business days provided complete documentations

- ✓ signed Finance Application Form
- ✓ signed Master Lease Agreement* & Lease Schedule*
- ✓ signed Direct Debit form
- ✓ Signatories ID

* electronic documents with e-signature solution (via DocuSign) by customer

**How does my customer pay?**

We will collect monthly payment from your customer electronically via Direct Debit.

**What are the Customer options at end of term?**

There are three common options for your customer:

- Return devices so that refresh to new solutions can take place
- If customer is not ready to refresh, continue paying monthly until requirements are confirmed
- Make an offer to purchase devices at fair market value

AFS' key objective at the expiry of the term is to propose new devices and solutions. Our most favourable options will therefore be geared towards helping you to achieve that outcome.

**How does Apple keep me informed of future opportunities?**

On at least a quarterly basis, regarding your customers that are reaching their expiry date in 6 months' time, we will be proactively discussing with you new refresh opportunities within your current customer portfolio.

**How does Apple Financial Services impact my customer service levels?**

We expect that your customers will enjoy a superior level of customer service resulting from:

1. An easy process to quote, approve, deliver and settle new device rollouts, and
2. A proactive approach to discuss ongoing technology needs as solutions evolve.

**Who do we send a Tax Invoice to for products and solutions deployed?**

Invoice To:
De Lage Landen Limited
PO Box 557,
Te Awamutu 3840
New Zealand

For Delivery To:
Your customer's name
(as per our credit approval advice)
Your customer's delivery address.