

Deal process

Information gathered

- Understand customer requirements
- Look up the company on companies house & Experian
- Create a quote by either using the Alpha Calculator or the Lender Calculator
- Present the quote to the client and get the OK to proceed or request different structure.
- Request financial information
- Check affordability
- Create customer on ACE and request consent to GDPR & search and complete ID&V process by sending the welcome message. Check ID&V report and approve if report is OK (deals cannot be created until ID for customer is approved).
- Create deal and input information into the ACE system
- Package up information and fill out Alpha proposal form.

Submit to lender for approval

- Decide which lender to approach, and submit the prop and financials either through the lender's portal or emailing the deal pack to the relevant BDM.
- Update the customer journey on ACE

Full approval

Once full approval received you will be notified and the supplier invoice can be requested

**** Please refer to supplier invoice info document on the Alpha Intranet webpage for help on requesting this****

- Raise finance documents and send to the customer for signing
- Raise the commission invoice
- Update the customer Journey on ACE

Sign up process

Alpha compliance paperwork – please ensure on all sign ups you have moved the progress of the deal to step 6 or 7 so that the the e-sign email of the consumer duty docs are sent to the customer. The email will contain the following:

- Alpha terms of business
- Alpha Consumer Duty – E-sign
- Initial Disclosure Document

Once you are notified by ACE that the consumer duty document has been e-signed, please check and approve (deals cannot be closed until consumer duty doc has been signed and approved).

*****this is part of Alphas FCA regulatory process and will be audited weekly on every deal*****

- **All bank finance documents to be signed and witnessed, where indicated and in a compliant manner**

Scan all paperwork to the lender, or upload to the portal as applicable, including:

- Supplier invoice
- Finance documents
- Any extra paperwork requested by the bank
- Commission invoice

*****please ensure the scan is of good quality and does not have anything missing*****

You will be informed when commission is received by Alpha. **Once confirmation is received upload all paperwork into ACE (copy of signed docs, underlying supplier invoice, commission invoice) as this is part of FCA regulation and will be audited. Complete outstanding information and close off deal in ACE **** No commission will be paid until this has happened******

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