

Pepper Product Selector – Adviser FAQs

Q: How does Pepper Product Selector determine a loan product and interest rate decision?

A: Pepper Product Selector uses a combination of a customer's credit history information and Pepper's unique product rules to generate an applicable Pepper loan product, interest rate and associated fees.

Q: Will Pepper Product Selector always seek my client's credit information from the Credit Reporting Body?

A: Yes. Pepper Product Selector will access the Credit Reporting Body to retrieve your client's credit information via a credit enquiry.

Q: Do I have to pay for the Credit Reporting Body enquiry?

A: No. There is no cost to you for having Pepper Product Selector run the Credit Reporting Body enquiry. However, Pepper will track usage.

Q: Does the Credit Reporting Body enquiry leave a footprint on my customer's credit file? A:

Yes. Pepper Product Selector runs a query known as a credit enquiry, which will leave an enquiry on your client's credit file but will not impact their credit score.

Q: What if there are two applicants? Which credit record does Pepper Product Selector use?

A: Pepper Product Selector will base its assessment on the applicant with the more adverse credit record.

Q: Do I have to attach a copy of the Indicative Offer page when I submit a formal application?

A: In order to ensure Pepper offers your clients the best possible experience and a fast turnaround of the formal application, we request that you always include a copy of the Indicative Offer with the formal application.

Q: Will the loan product and interest rate generated by Pepper Product Selector be honoured by Pepper if I submit the formal application?

A: Yes. Provided the application information entered into Pepper Product Selector is validated. If there is a material variance in the information provided, Pepper will contact you to discuss the application.

Q: Will I be able to submit a formal application via Pepper Product Selector?

A: No. This function is not yet available via Pepper Product Selector. You will need to submit the formal application as per the usual process.

Q: Will I be able to view applications I have submitted to Pepper Product Selector?

A: No. When completing a Pepper Product Selector enquiry, you can download and save or print the result.

Q: Who do I contact if I cannot log in to Pepper Product Selector?

A: In all instances your first contact point is your Pepper Money BDM.

Q: Will Pepper Product Selector provide an Indicative Offer on all applications?

A: No. There are two main reasons why an Indicative Offer may not be provided:

1. The application scenario is outside of Pepper's Credit policy and needs further assessment; or
2. The client's details submitted do not match the information held by the Credit Reporting Body.

For more information talk to your Pepper Money BDM or call 0800 945 658.