

Important! If you use the deferred payment option for your clients, you must read this:

From Monday 1st September Firstships will be offering deferred payment through a new provider - Close Payment Services (CPS). The purpose of this email is to inform you on how you can process deferred payments from the 1st September. There will be two methods of processing a deferred payment agreement for a HIP on our system. These are as follows:

Paper Option

For agent to complete the forms with the seller in their office

Adding the property on the Firstships system will be done in the same way. However when you choose the deferred payment paper option you will be taken to the CPS screen where you will be asked to complete a form. Information needed includes the following (most of it will be pre-populated):

- Estate agents details (name, address, telephone number, email)
- Seller's details (address, day/evening/mobile telephone number)
- Solicitor's details (name, address, telephone number) – These fields can be left blank; however CPS will require these details at a later stage.
- Direct Debit details (bank account name, sort code, account number)
- Credit/debit card details (cardholder name, type of card, card number and expiry date)

You will then need to choose whether you are sending the customer agreement by post or fax. If you choose fax, CPS will expect to receive the fax the same day. If you select post, the agreement will be expected to arrive within 2-3 days.

When you click on the submit button you will be prompted to download and print a PDF file. The applicant needs to read the terms and conditions and to date and sign both the agreement and the Direct Debit mandate.

Once completed you need to tick the box to agree to the agreement being printed and then click the return button.

You will then be returned to the usual 'payment accepted' screen with the option to print a receipt or go back to the My Portfolio page.

Remember to send the agreement by fax to **0845 8801311** or by post to the address at the top of the agreement.

Paperless Option

For sellers to complete the payment from their own PC

Like the paper option, adding the property to the system is done in the same way. If you choose the paperless deferred payment option you will be taken to the CPS screen where you will be asked to complete a form. Information needed includes the following (most of it will be pre-populated):

- Estate agents details (name, address, telephone number, email)
- Seller's details (address, day/evening/mobile telephone number)
- Solicitor's details (name, address, telephone number) – These fields can be left blank however CPS will require these details at a later stage.

When you click on submit, CPS will automatically send two emails. One email is sent to the agent telling them a successful application has been made and one to the applicant asking them to click on a link in the email which takes them to the CPS website. You will then be returned to the usual 'payment accepted' screen with the

option to print a receipt or go back to the My Portfolio page.

The seller receives an email which includes a link to the CPS online payment page where they will be presented with the transaction details that cannot be changed. These include the applicant's name, address, the agents name and telephone number, the date and time that the HIP was ordered and the Firstships property ID.

On the next screen the applicant needs to accept the terms and conditions of the agreement and complete the necessary Direct Debit details and the credit/debit card details.

Once completed the applicant will be presented with a deferred payment reference number which confirms that the application has been successful. The applicant will then receive a welcome pack confirming the details and a copy of their funding agreement.

A sample of standard letters and the welcome pack is available on request.

HIP Payment Services vs. Close Payment Services

Item	HPS	CPS
Deferred payment charge	10.93%	12.5%
Upfront admin charge	£3.50	£0*
Maximum term length	10 months	9 months
Payment taken upon change of estate agent	Yes	No
Payment taken upon exchange or completion	Exchange	Completion
Payment taken upon removing the property from the market	Yes	Yes
Cancellation/cooling off period	No	14 days
Seller's conveyancer details essential	No	Yes
Agent details essential	Yes	No
Credit/debit card details needed	Yes	Yes
Bank account details needed	No	Yes
Payment collected through	Credit card	Conveyancer (completion) or Dir. Debit or credit card

* The seller will not be charged anything upfront. The total HIP fee will be taken from their debit or credit card either on completion or nine months, whichever comes first. The charge for deferred payment currently stands at 12.5% with an added £30 surcharge.