

# Funding Process – Step by Step

- Step One      At the time of sale, the Retailer completes and has the customer sign the ZERO Plan<sup>®</sup> documents.
- Step Two      Retailer **sends Universal Lenders LLC** the executed copies of the ZERO Plan<sup>®</sup> documents, a copy of the customer's photo I.D. and a copy(s) of the Policy(s) being financed.
- Step Three    Upon receipt of the required documents, Universal Lenders will issue payment directly to the Retailer within 7 business days, for the unpaid balance found on the Contract, less Universal Lenders' Fee. **Universal Lenders does not send the administrator of the policy any funds.**
- Step Four     Retailer pays the Administrator for the Policies from the proceeds sent by Universal and the customer down payment **using the same remittance process as a cash transaction.**
- Step Five     Universal Lenders services the customer account. If a cancellation is required, either due to a customer request or by default, then Universal will **process the cancellation directly with the Retailer.**