

New Zealand Partner Referral Process

A referral is generated by a staff member or customer via a referral landing page. This form includes all relevant client details including contact details, number of customers and if applicable the Staff Details of the employee who is inputting the referral.

1. The information will be passed onto the appropriate Ezidebit sales representative who will make contact with the referral. They will discuss product types and rate information and advice of the online CSA form to be completed. This will occur within 3 hours of receiving the lead.
2. The online CSA (Customer Service Agreement) will be generated and sent to the referral for completion. Time taken to complete the online application by the customer is approximately 15 minutes. As per the Ezidebit Service Level Agreement applications containing the correct information/level of data required will take no longer than 72 hours to be processed for new customers, and up to 2 weeks for existing migration clients to fit in with migration timelines.
3. Regarding the CSA document, the first screen a customer will see is the CSA pre doc. This lists all of the identification required in order to process the application.
 - a. A current bank statement or deposit slip for a Settlement Account & Billing Account (if different) in the name of the registered business or full individual's name (if a sole trader). Please note, a screenshot of an online bank account is not acceptable. Clients can also provide a letter of confirmation from their bank with an account in the name of the business
 - b. A company utility bill or other proof of company address
 - c. A copy of the Trust Deed (if applying with a Trust)
 - d. A copy of your AGM Minutes (if applying with an incorporation or association)
 - e. NZ government issued ID for each Director & shareholders that hold 25%+ shares - scanned front and back. If this is not available for electronic verification or the details are not NZ govt issued, a certified copy must be provided

Pages 2-4 include the rate information and product types agreed to by the Ezidebit BDM and the customer on a phone-call prior to completion. These will be different for each customer / application.

Page 5 requires agreement to the Terms and Conditions and Product Disclosure Statement (both available via hyperlink) – this must be done by the Director or owner of the company. It is also possible to add a secondary signatory if there is joint ownership.

Please note occasionally more items are requested. This is on a case-by-case basis.

4. When a customer is approved the partner and the customer will receive the digital key from Ezidebit on boarding team