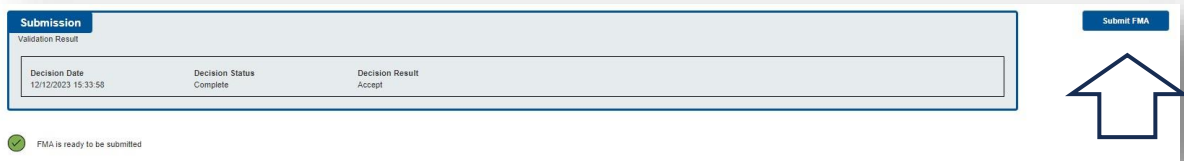


Broker Portal Payment Process

Payment Process - The Cardholder is Present to Complete the Two-Factor Authentication

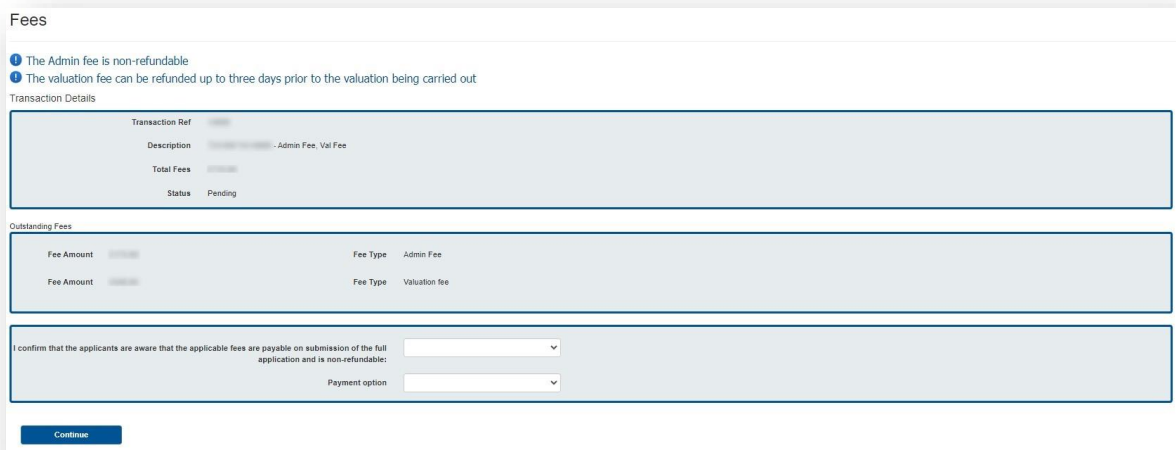
When paying the outstanding fees at FMA with the cardholder present, follow the steps below:

1. Push the FMA through to the Submission Tab and select the 'Submit FMA' button:



The screenshot shows a 'Submission' screen with a 'Validation Result' table. The table has three columns: 'Decision Date', 'Decision Status', and 'Decision Result'. The data row shows '12/12/2023 15:33:58', 'Complete', and 'Accept' respectively. Below the table, there is a green checkmark icon and the text 'FMA is ready to be submitted'. On the right side, there is a blue 'Submit FMA' button and a large white arrow pointing upwards.

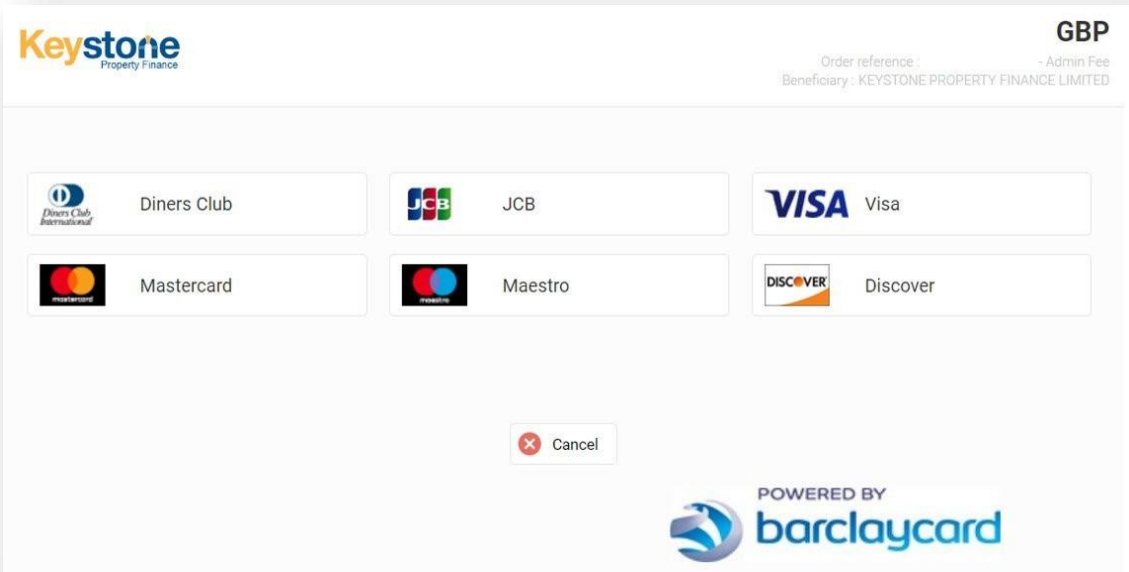
2. Agree to the Declaration and select the 'Pay Fees and Submit' button on the right-hand side of the screen. You will be presented with the initial payment screen:



The screenshot shows a 'Fees' screen. At the top, there are two informational icons: a blue 'i' icon with the text 'The Admin fee is non-refundable' and a blue 'i' icon with the text 'The valuation fee can be refunded up to three days prior to the valuation being carried out'. Below this is a 'Transaction Details' section with a table containing 'Transaction Ref', 'Description', 'Total Fees', and 'Status'. The 'Status' is 'Pending'. Below that is an 'Outstanding Fees' section with a table containing 'Fee Amount' and 'Fee Type'. The 'Fee Type' column lists 'Admin Fee' and 'Valuation fee'. At the bottom, there is a confirmation section with the text 'I confirm that the applicants are aware that the applicable fees are payable on submission of the full application and is non-refundable:' followed by a dropdown menu. Below this is a 'Payment option' dropdown menu and a blue 'Continue' button.

On this screen you must confirm two things:

- Confirm that the Applicants are aware that the applicable fees are payable on submission of the full application and is non-refundable.
 - How are the fees to be paid?
3. When you confirm 'The cardholder is present to complete the two-factor authentication' and select the 'Continue' button, the below screen will display:



4. Select the card type of card and enter the details prompted on the screen. Once the card details have been keyed, select the 'Yes, I confirm my payment' button.

Please Note: On this screen you do have the option to go back or cancel the payment.

5. Once the payment has been made and is successful, the below screen will display:



6. If the Payment is unsuccessful, please ask the card holder to contact their bank to resolve.
7. Once the Payment has been successfully made the FMA will be automatically submitted.

[Payment Process – Send Payment Link to the Applicant](#)

When paying the outstanding fees at FMA via a link to the Applicant, follow the steps below:

1. Push the FMA through to the Submission Tab and select the 'Submit FMA' button:

The screenshot shows a 'Submission' tab with a 'Validation Result' section. A table contains the following data:

Decision Date	Decision Status	Decision Result
12/12/2023 15:33:58	Complete	Accept

Below the table, a green checkmark icon is followed by the text 'FMA is ready to be submitted'. A blue 'Submit FMA' button is located in the top right corner.

2. Agree to the Declaration and select the 'Pay Fees and Submit' button on the right-hand side of the screen. You will be presented with the below initial payment screen:

The screenshot shows a 'Fees' screen with the following sections:

- Transaction Details:** A table with columns for Transaction Ref, Description, Total Fees, and Status. The description is 'Admin Fee, Val Fee' and the status is 'Pending'.
- Outstanding Fees:** A table with columns for Fee Amount and Fee Type. It lists 'Admin Fee' and 'Valuation fee'.
- Confirmation:** A section with a dropdown menu for 'I confirm that the applicants are aware that the applicable fees are payable on submission of the full application and is non-refundable:' and another dropdown for 'Payment option:'.
- Continue:** A blue button at the bottom.

On this screen you must confirm two things:

- Confirm that the Applicants are aware that the applicable fees are payable on submission of the full application and is non-refundable.
 - How are the fees to be paid?
3. If you confirm the payment link is to be sent to the Applicant, a new screen will display for you to confirm which Applicant on the case the link should be sent to.
 4. The next step is to confirm if the payment link should be sent via email, text, or both:

Fees

- The Admin fee is non-refundable
- The valuation fee can be refunded up to three days prior to the valuation being carried out

Transaction Details

Transaction Ref	123456789
Description	123456789 - Admin Fee, Val Fee
Total Fees	123456789
Status	Pending

Outstanding Fees

Fee Amount	123456789	Fee Type	Admin Fee
Fee Amount	123456789	Fee Type	Valuation fee

I confirm that the applicants are aware that the applicable fees are payable on submission of the full application and is non-refundable: I confirm

Payment option: Send a payment link to the applicant

Select applicant to receive payment link: 123456789

Confirm Applicant Contact Details

Applicant email:

Applicant phone number:

Select Payment Send Method

Send by email

Send by text

[Continue](#)

- Once you have confirmed how the link is to be sent, the Applicant will have 48 hours to pay the outstanding fees. **Please Note: The Applicant will see the same screens as the Broker if the fees were paid with the Applicant present.**
- If the link expires before the Applicant can make the payment, log into the Portal, open the Application, select the 'Submit FMA' button and you will have the open to 'Resend Payment Link'.
- If the payment is unsuccessful, please ask the Applicant to contact their bank to resolve.
- Once the Payment has been successfully made the FMA will be automatically submitted.

Payment Process – Paying Outstanding Fees after FMA Submission

If you need to pay an outstanding fee(s) attached to the Application after the FMA has been submitted, for example, Valuation fee or Completion fee, log into the Portal and follow these steps:

- Select/search for the associated Application.
- Select the 'Pay Fees' button displayed on the Application Summary.
- Follow the payment process (the same as when you paid the Application Fee when submitting the FMA).

Case Number: [REDACTED] Opened: 11-14-2023 Applicants: [REDACTED] Current Stage: FMA Submitted

Summary: **This case has outstanding fees**

Actions: [REDACTED] [Close Case](#)

Notes: [REDACTED] [Pay Fees](#)

Documents: [REDACTED]

Decision Date	Decision Status	Decision Result
12/12/2023 18:27:11	Complete	Accept