

CUSTOMER JOURNEY (CUSTOMER FACING)

You contact WBPS –
“I’d like to talk
finance”

Your standard finance
terms are sent on the
WBPS generator
quotation document

Causon BF contacts
you to confirm any
specific requirements
& to obtain details to
get your finance
approved with a
lender

Causon BF will advise
you of the credit
decision and manage
any further info
required

Your agreement is
paid out and WBPS
can arrange to deliver
the generator to you
soon as payout
completes.

Documents sent for
checking & payout –
Causon BF will keep
you informed of
progress

Causon BF raises
finance documents for
you to sign & helps
with any guidance
needed to complete

Causon BF instructs
WBPS to raise an
order for you to sign
and an invoice to the
finance company