

Lease to Installment Loan Device Upgrade

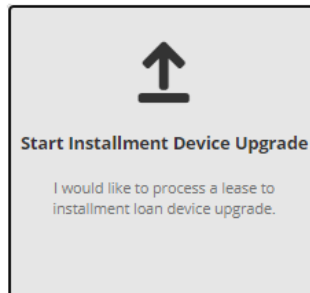
The lease to installment loan device upgrade is great for consumers who may want to transition into new technology prior to the end of the lease term. With this option, the consumer applies for a new Allegro Credit Installment Loan and, if approved, enters a new installment loan agreement to purchase the device. The provider then pays off the remaining lease balance, if applicable, as an incentive for consumers to upgrade to new technology.

If the consumer has a zero balance at the end of the lease term, meaning all payments and any applicable charges are paid, there is no funding offset and the consumer is not eligible for the lease to installment upgrade process. They would be eligible to apply for an installment loan through Allegro Credit.

Lease patients should return their hearing devices directly to the merchant, not Synchrony. Please see Section 7 of the updated Lease Addendum in the Allegro Portal at: Help, Merchant Agreements, Lease Addendum – Product Returns and Surrenders.

At the time of delivery of device(s) under installment loan, you must recover the leased device and notify Allegro Merchant Services at Allegro_Support@syf.com with the lease account number, device serial number, and return date.

Note: This automated process replaces the manual upgrade process previously available.



If you need help, you can choose Help, Contact Us from the Allegro Portal Main Menu.

Merchant Support (877) 744-2290
Customer Support (800) 644-8494
Allegro_Support@syf.com

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- 1 To start the Lease to Loan process, search for the applicant by selecting Applications from the main menu. Type the applicants last name in the Search box. Then, click on the Options Menu icon. Select Start Installment Upgrade from the Options Menu.

The screenshot shows the 'Advanced Search' interface. A search box contains '1099012'. Below it, a table lists search results. The first result is for 'Bellizzi, Erma' with status 'Funded'. To the right of the table, an 'Options' menu is open, showing a list of actions: 'View Contract', 'Product Info', 'Process Refund', 'Process Exchange', 'Change Patient ID', and 'Start Installment Device Upgrade'. The 'Start Installment Device Upgrade' option is highlighted with a red box.

#	Submitted	Merchant	User	Reference	Name	Status	ACH	Funded	Options
1	09/13/2023	T2483	Test A...	89441657	Bellizzi, Erma	Funded	✓	09/13/2023 \$10,952.00	[Options Menu]

Showing 1 to 1 of 1 entry

Options Menu:

- View Contract
- Product Info
- Process Refund
- Process Exchange
- Change Patient ID
- Start Installment Device Upgrade**

- 2 Select the tile Start Installment Upgrade.

The screenshot shows a process flow for an application. The flow consists of four steps: Applicant, Program, Terms, and Contract. Below the flow, there are six tiles representing different actions. The 'Start Installment Device Upgrade' tile is highlighted with a red box.

Applicant	Program	Terms	Contract
Applicant Erma Bellizzi	Decision Approved	Amount \$9,309.20	Type Lease
Term 36 months	Payment \$301.96/month	Delivery September 22, 2023	

View Contract

Process Refund

Start Exchange

Product Info

Change Patient ID

Start Installment Device Upgrade

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Read the notice on your screen. You will complete the application with the consumer and check to see if they are prequalified to upgrade their lease to an installment loan. If the consumer completes the installment loan, the remaining lease balance will be deducted from the loan funding to your business. Press Continue.

The screenshot shows a web application interface with a modal dialog box titled "Start an Installment Loan Device Upgrade". The dialog box contains the following text:

Click continue for the consumer to complete an application for prequalification for an installment loan.

If the consumer is prequalified and signs a new installment loan contract, the remaining lease balance will be deducted from the loan funding to your business.

At the bottom of the dialog box are two buttons: "Continue" and "Cancel".

The background of the screenshot shows a progress bar with three steps: "Applicant", "Program", and "Terms". The "Applicant" step is currently active. Below the progress bar, there are several cards for different actions:

- View Contract**: I would like to view the contract the customer signed.
- Process Refund**: I would like to process a refund for this contract.
- Start Exchange**: I would like to process an exchange. I understand that by continuing, the customer will need to sign a new agreement. The option to exchange is only available within 120 days from the initial application date.
- Product Info**: Update manufacturer, model, serial number(s), upload receipt/purchase order.
- Change Patient ID**: Update the Patient ID.
- Start Installment Device Upgrade**: I would like to process a lease to installment loan device upgrade.

At the top right, there is a "Contract" section with the following information:

- Payment**: \$301.96/month
- Delivery**: September 22, 2023

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Most of the Application is pre-filled for you. You must enter the consumer's Date of Birth and Social Security Number. Then, after you have verified ID and address information is correct, and they agreed to a soft credit check that will not impact their credit score, check the box indicating this. Select the Continue.

The screenshot shows a "New Application" form with the following sections:

- Applicant**: First Name (Erma), Last Name (Bellizzi).
- Address**: Street (969 Paxton Lake Dr), City (Loveland), State (OH - Ohio), Postal/Zip Code (43142).
- Contact Info**: Email (test@allegrocredittest.com), Phone (2222222222).
- Consent**: A checkbox for "YES, customer has agreed to the above." is checked.
- SSN/DOB**: Social Security Number (pre-filled), Date of Birth (pre-filled).
- Income**: Annual Net Income (\$125,000), Monthly Net Amount (\$10,417).
- Amount Financed**: \$10952.

The form also includes a "The following must be read to the customer." section with a blue box containing text about soft credit checks and a "Continue" button.

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- 5 Select the Program that the consumer chooses from the options that appear.

Finance Offers				
	Program	Monthly Payment	Term	Description
Select	Installment [s/PR,I60.11+3.u]	Enter Total Amount	24 to 60	Installment term up 24 - 60 months at 11.99% APR with AutoPay via bank account. 14.99% APR without AutoPay [H.2020.1]
Select	s/PR,I60.11+3.u Copy for AutopayRequired	Enter Total Amount	12 to 60	Installment term up 24 - 60 months at 11.99% APR with AutoPay via bank account. 14.99% APR without AutoPay [H.2020.1]

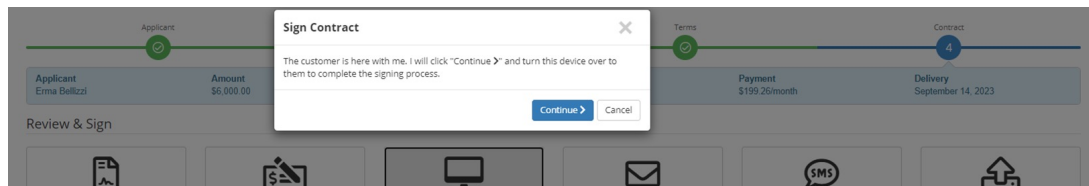
AutoPay is required, which will automatically withdraw the consumer's monthly payment from the selected payment method on their payment date. The consumer can change their AutoPay method on their loan at any time.

- 6 Complete the Terms screen. Notice that there is a field called Lease Payoff Balance that is entered automatically. This is the amount remaining on the Lease. The Funding by Allegro field is calculated based on the Cash Price Including Taxes less any Down Payment (which you will collect from the consumer) and less the Lease Payoff Balance. Check the box under Funding by Allegro to indicate that you acknowledge that your business will be funded the amount in the Funding by Allegro box less any merchant fee. Press the green Continue button.

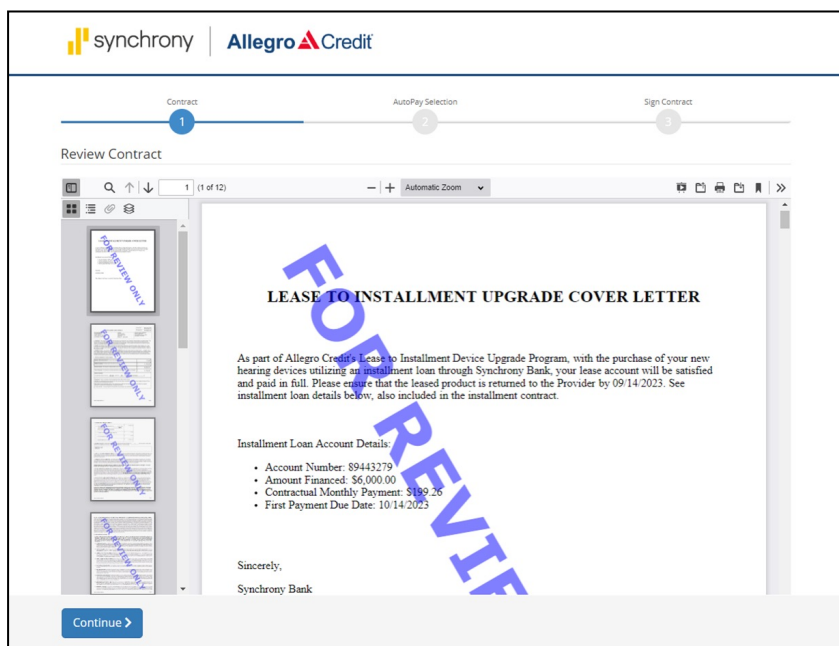
Finance Details		Manufacturer		Model	
		ABC *		123 *	
Merchant					
Cash Price (exclusive of taxes) ①					
\$ 6,000.00 *					
Taxes Imposed on the Sale					
\$ 0.00					
Cash Price (including taxes)					
\$ 6,000.00					
Down Payment ①					
\$ 0.00					
Amount Financed					
\$ 6,000.00					
Lease Payoff Balance					
\$ 432.10					
Funding by Allegro ①					
\$ 5,567.90					
<input type="checkbox"/> By checking this box, you acknowledge that your business will be funded the "Funding by Allegro" amount listed above, less any merchant fee.					
Customer					
Term					
36 months v * ⌵					
Waived Interest Promotion					
No Waived Interest v *					
APR					
11.99 %					
AutoPay by Bank Account					
<input checked="" type="checkbox"/> Yes Reduced APR by setting up AutoPay through your bank account.					
Min Payment					
\$ 199.26					

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- 7 The Contract screen appears. Select Sign Contract. Confirm that the consumer will control the device to complete the signing process by pressing the blue Continue button.



- 8 After selecting Sign Contract, you will see the review screen. Note that the first page of the Review Contract screen is a letter describing the program. The consumer will scroll down to review the contract and continue with the payment and signing process.



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