

ZEBRA FINANCE FAQS

HOW OLD DO I HAVE TO BE TO APPLY FOR FINANCE?

You must be 18 years old or over to apply for finance.

WHAT INFORMATION DO I NEED TO PROVIDE WHEN APPLYING FOR FINANCE?

When submitting an application for finance you will need to provide your full name, date of birth, the ticket price(s) and membership number(s).

WHAT CHECKS ARE MADE WHEN AN APPLICATION IS SUBMITTED?

We may check our records and the records of external credit agencies.

HOW LONG DOES THE PROCESS TAKE?

Online applications normally provide you with an instant decision, whereas paper applications are processed within 24 hours and the decision is posted out to you straightaway.

WHAT HAPPENS IF MY FINANCE APPLICATION IS DECLINED?

Like many responsible lenders we take into consideration your personal circumstances, previous account conduct and credit history. If your application has been unsuccessful we will be unable to provide the finance on this occasion.

CAN SOMEONE ELSE APPLY ON MY BEHALF?

The finance application can be submitted in someone else's name, as long as the ticket holder's membership number is used.

I HAVEN'T RECEIVED MY EMAIL OR CONTRACT?

If an online application has been submitted either through our website or your club's website and you haven't received your Email, please contact our applications department on 0133 268 0400 or email enquiries@zebrafinance.com. We will then be able to confirm your details and resend this to you.

I'VE FILLED THE DETAILS IN WRONG, WHAT DO I DO NOW?

If incorrect details have been provided on your application, please contact our applications department on 0133 268 0400 and they will be able to assist. This may result in a new application being submitted or new documentation being sent to you.

WHAT IF I NEED TO CHANGE SEATS?

You will need to contact the ticket office directly and they will be able to assist with any seat change requirements. If the price of your season ticket changes after you have applied for the finance, your club will liaise with Zebra Finance to rectify this.



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WHAT IS THE LATEST DATE I CAN APPLY FOR FINANCE?

If you contact the ticket office directly they will be able to advise of any deadline dates for applications.

WHAT WILL MY REPAYMENTS BE?

All repayments are shown on the application form and the contract documents which are sent to you. Please check that you are happy with the monthly repayments before returning the signed agreement to us or completing your online signature.

WHAT IS THE REPAYMENT METHOD?

All repayments are made by Direct Debit. Please check with your Bank or Building Society to ensure a Direct Debit can be claimed from your account.

I HAVE RECEIVED MY ACTIVATION LETTER, WHAT HAPPENS NEXT?

Once your Credit Agreement has been processed by Zebra Finance we will send a letter confirming that the agreement is active and when the repayments are due. Zebra Finance will then arrange payment to the club for your season ticket. There is no further action required by yourself

CAN I CHANGE MY PAYMENT DATE?

If you have received your Activation Letter and wish to amend the Direct Debit date please contact our Collections Department on (0133 268 0415). Our Collections Department will endeavour to amend the repayment date for you.

HOW DO I CHANGE MY BANK DETAILS?

You can telephone our office on 0133 268 0415 and our Collections Department will be able to assist with changing your bank details.

HOW DO I CHANGE MY ADDRESS DETAILS?

You can telephone our office on 0133 268 0400 or email enquiries@zebrafinance.com and we will be able to update your address details.

WHAT HAPPENS IF I MISS A PAYMENT?

It is important that you keep all your payments up to date. If for whatever reason you experience difficulty in making your repayments you must contact our office immediately on 0133 268 0415. Your club reserves the right to deactivate your Season Ticket if payments are overdue.

WHAT IF I NEED TO CANCEL?

All applications have a 14 day cancellation period from date of activation. If you wish to cancel and are within the 14 days please contact us on 0133 268 0400 or email us on enquiries@zebrafinance.com.



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