



Frequently asked questions

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What products does Close offer?

Full compliment of products including recourse and non recourse

Can you provide integration into my back office system?

We are able to integrate with all the major software systems and can also build links to your own software.

I offer finance to my customers but want to consider financing my own insurance. What do I do?

Contact your account manager who will arrange this for you.



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How long will it take to set up an agency with you?

We will work to your timescales but can have an agency open and ready to trade within 48 hours if required.

How quickly can someone come and see me?

We have a dedicated new business person who can come and see you quite quickly, arranging a meeting at your convenience.

What forms do I need to sign up with Close?

We will need you to complete our Broker Information Form, which can be provided electronically or in paper form on request. For more details on working with Close, please [click here](#).

I've completed my Broker Information Form and received my welcome letter. What's next?

Your account manager will be contacting you shortly to check that you have the forms needed and to arrange training for you and your staff. If however, you need to contact us more urgently, please refer to your welcome letter for your account manager's contact details.

Where do I get my first set of documents and client material?

Majority of the documents you need will be available on i-prompt to complete and download. In addition, your account manager can provide printed copies of the user guides and client leaflets for your use.



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When I try to log onto i-prompt I put my details in and it takes me back to the front page. What is happening?

Ensure the details have all been entered correctly and with no spaces. If this is the case, it may be that your password has expired. You will need to contact your i-prompt administrator or call our Customer Services on 901101186 to get it renewed.

When I set up a new loan on i-prompt how long will it take to authorise?

Subject to receiving the correctly completed and signed paperwork, it should only take 2-3 days to be authorised.

Where do I get blank forms?

Blank forms are available on request from our Customer Services on 901101186

I've submitted a loan and want to change something on it. How do I do it?

Login to i-prompt, click on 'send i-mail' and instruct us of the changes you want to make. Remember to include the reference number of the loan.

How do I arrange a cancellation, renewal or a mid-term adjustment on a policy?

Simply complete these instructions on i-prompt. If you are uncertain as to the procedures, please refer to the FAQ in Useful Information in the i-prompt menu.

When I set up a renewal how long does it take to get authorise?

Renewals and additional premiums should automatically authorise the next day.

I've forgotten my password for i-prompt and need to log in. What do I do?

Contact our Customer Services on 901101186. Due to security reasons, you will need to confirm certain details before we reset your password.



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BACS (Bankers Automated Clearing Services)

Monies transferred directly from one account to another.

DDM (Direct Debit Mandate)

Form of mandate a client signs to enable Close Premium Finance to take monthly payments from the client's bank account.

MTA (Mid-Term Adjustment)

Change to premium amount, up or down, as a result of a change to the cover.

Non-Recourse

The premium finance company takes the responsibility for any bad debt.

Commission

An additional charge that a broker makes by adding to the rate that we charge the client. This additional income is paid to the broker at agreed intervals.

RACA (Running Account Credit Agreement)

The document the client signs to open an account with Close Premium Finance. The form also appoints the broker to act on the client's behalf on subsequent (rollover) loans.

RACR (Running Account Credit Request)

A document submitted by the broker to make a drawing (set up a loan) on the client's behalf.

Recourse

The broker takes responsibility for any bad debt.