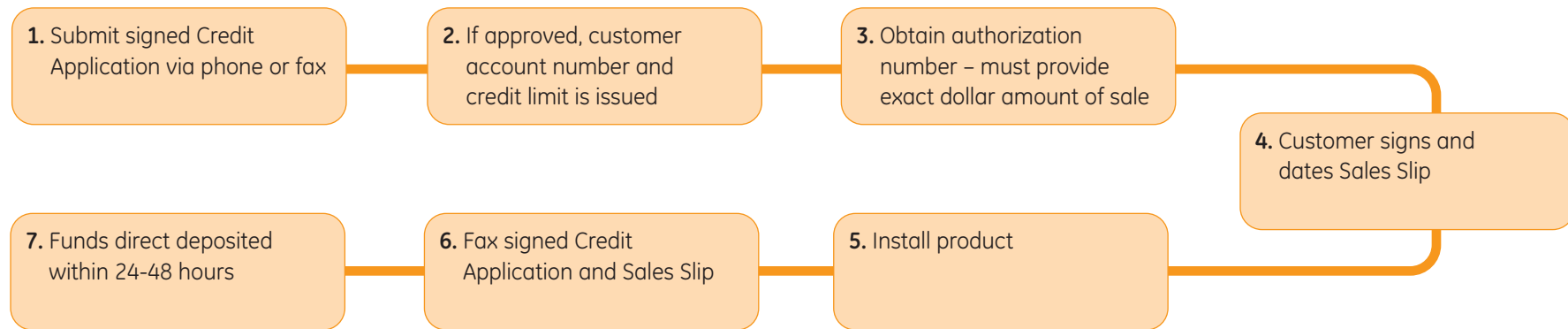


## Quick Reference Guide

### Process Flow



#### Tips for Processing the Credit Application

- Ensure customer completes and signs all sections of the form
- Obtain two forms of identification and record both on the form
- Be sure to record the customer's GE account number on the form
- Complete the entire Dealer section of the form
- Provide the Terms and Conditions section to the customer

#### Tips for Processing the Sales Slip

- Complete the entire form - any missing information may delay funding
- Make sure each customer signs and dates the form
- Mark the appropriate credit plan on the form
- Do not record the delivery date until after the product is installed
- Provide a copy of the form to the customer



### **Eligible Products (residential only)**

Air Conditioners  
Boilers  
Dampers  
Drain Cleaning  
Duct Cleaning  
Electrical  
Electronic Air Cleaners  
Energy Recovery Systems  
Fireplaces  
Furnaces  
Gas Stoves  
Generators  
Geothermal Products  
Heat Pumps  
Humidifiers  
Installation of products  
Maintenance Work  
Parts  
Plumbing  
Roofing  
Service Work  
Thermostats  
UV Lights  
Warranty in conjunction with a purchase  
Water Heaters  
Wood, Gas and Pellet Stoves

### **Payment Information**

- 2% of highest, New Balance, or \$30, or Finance Charges, Late Payment Fees and Over Limit Fees plus \$20, whichever is greatest.

### **Customer Benefits**

- No annual fee
- Credit lines up to \$25,000
- Low minimum monthly payments
- No prepayment penalties
- Open line of credit
- Promotional sale options
- Quick and simple credit decisions

### **Key Contacts**

*Client Services Phone - 800-330-5189*

*Program questions, phone in applications, obtain authorization number, inquiry funding status*

### **Hours of Operation**

*7 days a week, 7:00 am - midnight (CST)*

*Client Services Fax - 888-679-5200*

*Applications and sales slips*

*Customer Service Phone - 800-250-5411*

*Accountholders call with account questions*

### **Credit Plan Options**

*Refer to the most current rate sheet*