

Wells Fargo Retail Services

At-home application link — important information for you

Our at-home application link gives customers immediate, online access to apply for financing to purchase your products and services. By applying online from your website, your customers may already be approved when they visit your store.

Make sure you follow these guidelines when customers use this convenient tool from their homes.

What to do

- Follow the appropriate guidelines and disclosures when advertising the at-home application link on your website accessible from the **Marketing** tab on the Online Resource Center. (**Note:** the customer should not have access to our Online Resource Center and disclosures).
- Direct customers to access the at-home application link on their own device.
- Advise customers to review, print, and save the Credit Card Agreement and other disclosures for their own records.
- When in a customer's home for a product or service sale, or when accepting a card in your retail location, verify the customer's identity.
- When completing a sale in a place other than your retail location, ensure you have provided the customer with their Notice of Right to Cancel either by using your own form or by using our "Invoice and Notice of Right to Cancel" form (if applicable).

What to avoid

- Don't use the Wells Fargo logo, or other Wells Fargo materials you are not specifically authorized to use when advertising the at-home application link on your website.
- Don't let customers use your mobile devices such as phones or tablets, or your computer to apply for financing with the at-home application link.
- Don't complete at-home applications for your customers.
- Don't ask customers to complete a paper application when they apply online.
- Do not ask customers to complete an application using the Wells Fargo Retail Services' Online Resource Center on your mobile device or your computer. The Online Resource Center must never be accessed by your customers.

Questions?

Please call our Client Processing department at **1-800-551-5111**

Monday — Saturday, 8:00 a.m. to 10:00 p.m. , and Sunday, 10:00 a.m. to 10:00 p.m. Central Time.

For merchant use only.

Together we'll go far

