

ListSure – Frequently Asked Questions

Q. Who is ListSure?

A. ListSure is a financial services company that specialises in real estate. We have developed a suite of innovative funding solutions that help homeowners successfully market and sell properties. ListSure is backed by leading Australian financial institutions.

There are two key benefits to offering your vendors ListSure. Firstly, ListSure is a powerful marketing tool for property stylists. At ListSure we believe that every home deserves to be seen and sold in the best possible light, and that costs should not get in the way. By offering your vendors a suite of unrivalled payment options then staging does not have to be an optional add on.

Secondly, when your vendors contract with ListSure your business is paid in full upfront – meaning your styling business is cashflow positive. ListSure is a regulated lender and contracts independently with the vendor to secure repayment of the loan, meaning you do not need to chase what you are owed. In addition, ListSure processes ALL payments due to your business (including Pay Now) taking cost out of your back office to chase and process payments from your vendors. The offering is provided at no cost to property stylists.

ListSure holds an Australian Credit Licence (number 536827) and is licensed to undertake all credit activities as a credit provider under the National Consumer Credit Protection Act 2009 (Cth).

Q. What products do you offer and how much do they cost?

A. ListSure offers 3 innovative payment solutions to meet the unique needs of property sellers. ListSure charges (the vendor) a transparent flat fee on all of our products. There are no other fees or charges payable by the vendor, provided they repay their loan when due. The ListSure offering is provided at no cost to property stylists. Set out below is a summary of the three products offered:

Pay Now	Pay now via a secure gateway using credit card, debit card (all options), Google Pay, Apple Pay, or BPay. Standard merchant fees apply.
Pay Later	This is a deferred payment option where the vendor pays nothing upfront and repays the loan for their styling costs plus a fixed fee of 5.9% up to 6 months later.
Pay On Success®	<p>This is an innovative deferred payment option where the vendor pays an upfront fee to access the opportunity and repays the loan for their styling costs when they sell - at settlement from the proceeds of sale.</p> <p>The vendor has peace of mind that the loan does not need to be repaid if they don't sell within 12 months of the date the loan was advanced. This means that if the property does not sell then there is nothing further for the vendor to pay.</p> <p>The upfront fee for Pay On Success® is calculated at the time of application</p>

Importantly, your business is paid in full upfront regardless of how the vendor elects to pay for their styling costs. ListSure is a regulated lender and contracts independently with the vendor to secure repayment of the loan, meaning you do not need to chase what you are owed.

Pay Later and Pay On Success® are regulated credit products and subject to eligibility criteria.

Q. Do I need to use the offer for all of my jobs?

A. Yes, it is a key condition that the offer is put forward for all styling jobs – even if the vendor pays upfront. It avoids what we call 'negative selection' and is also a win for your business and your customers:

- For your business, ListSure provides a suite of unrivalled payment options to help overcome every objection to winning the job and decreases costs as collections management and liability for bad debts shifts to ListSure. ListSure also reconciles and remits all payments through to your business in a single batch transfer – meaning you no longer need to chase what you are owed, taking cost out of your back office.
- For the vendor they can align their payment choice with their cashflow position and personal needs

Q. Do I need to use the offer exclusively?

A. Yes, for the same reasons as above – it avoids ‘negative selection’ and is a win for your business and your customers.

Q. Are all properties eligible for Pay On Success®?

A. Pay On Success® is subject to eligibility criteria that are determined real time as part of the application process.

Eligibility Criteria	Overview
Within ListSure’s risk appetite	Real time decisioning by ListSure’s proprietary rating algorithm.
Exclusive Agency Agreement.	Vendor has signed an agency agreement with an exclusivity period of at least 90 days (or 60 after the auction) before their property is launched on realestate.com.au or Domain.
Property Characteristics.	The property is residential (and not commercial or mixed use), currently habitable, and the sale is only for one property ('granny flats' are permitted).
Sale Characteristics.	The property is not currently: <ul style="list-style-type: none"> • advertised for rent; or • advertised for sale by the agency you have appointed to sell your property.
Excluded Property Types:	The following property types are excluded: <ul style="list-style-type: none"> • land, apartment block, off the plan sale, display suite or display house; • farm; • property primarily marketed for redevelopment; or • property with material issues that are likely to impact the chance it will be sold.
No developers or flippers.	The vendor is not a developer or a flipper.
No capital works.	A Pay On Success® loan can not be used for any capital works to prepare the property for sale (the vendor can apply for a Pay Later loan for capital works in addition to this Pay On Success® loan).

Q. What are some of the key terms for Pay On Success®?

A. The vendor is provided with the key terms for all of ListSure’s products at the time of application. These terms are highlighted again in a ‘welcome pack’ and are also contained in the credit contract. Set out below is a summary of some of the common questions we get asked.

Question	Answer
Pay On Success® requires the vendor’s commitment to a ‘committed sale process’. What does this mean?	A committed sale process means the vendor will: <ul style="list-style-type: none"> • maintain their sale listing on realestate.com.au or Domain; • not obstruct the sale process; • not advertise their property for rent or sign any rental agreement (including short-term or holiday rentals).

Question	Answer
	<p>The commitment period runs for 90 days for a standard auction and 120 days for all other sale methods, commencing on the date the vendor starts advertising their property on realestate.com.au or Domain.</p> <p>If the vendor doesn't comply with the committed sale process, they will need to repay the loan for their sale costs.</p> <p>However, in return for their commitment they have peace of mind that the loan for their sale costs will be only due when they sell their property and they don't pay if the don't sell.</p>
Can the vendor change agent during the commitment period?	<p>Yes the vendor can change their agent during the commitment period, provided they relaunch their property on realestate.com.au or Domain with a new agent within 7 days from the removal of advertising with their initial agent.</p> <p>The commitment period will restart from the beginning, and their sale will need to continue to comply with the committed sale process.</p>
What if the vendor's property is tenanted?	<p>If the vendor's property is tenanted at the time of application then that is totally fine. However, the vendor cannot advertise or sign a tenancy agreement during the commitment period.</p>
What happens after the commitment period ends? Can the take my property off the market or list with another agent after that?	<p>Yes, once the commitment period ends the vendor can take the property off the market or change agents without breaching the Pay On Success® credit contract.</p>
What happens if the vendor's home sells after commitment period?	<p>The vendor's Pay On Success® loan is payable if their home sells within 12 months from the date the loan is advanced.</p>

Q. Will my vendors credit rating be impacted?

A. No. ListSure will complete checks as part of its licence, however these checks will not impact a vendor's rating.

Q. When will I receive the funds?

A. ListSure funds property stylists in a single batch transfer each week (typically on a Wednesday) for all jobs that have an install date falling due that week. Set out below are a collection of additional questions to do with funding.

Question	Answer
<p>At lot of styling happens with a quick turnaround time. Stylists need confidence that they will be fully funded prior to the job being installed.</p> <p>How does this work and how quickly can you get funds to a stylist once the vendor is approved?</p>	<p>Stylists are provided with a real time funding status of every campaign in the ListSure dashboard. Campaigns that are approved for funding are highlighted green so they stand out. There is also a simple but powerful search bar.</p> <p>Funding status is updated real time with cash transfers occurring in batches every week (typically on a Wednesday) for all jobs that have an install date falling due that week.</p>

Question	Answer
If a delivery date is pushed back or forward from the original date, how does ListSure solve for this?	If a delivery date changes then the vendor simply contacts ListSure to amend the funding date.
Sometimes the order will change pre or post-delivery (i.e. the vendor needs more products or items are swapped etc). How does ListSure solve for this?	Vendors are able to get in touch with ListSure to amend (or cancel) their order prior to the date the funds are advanced. Vendors are also able to add additional funding to a campaign. Additional funding is facilitated via a Pay Later loan and is subject to eligibility criteria.
If my vendor is approved with one of your products but cancels the styling for whatever reason prior to install, what are their contractual obligations?	A vendor is able to cancel their Pay Later or Pay On Success® credit contract at any time prior to the date the funds are advanced.

Q. Other questions?

Question	Answer
Sometimes stylists offer other services to help with preparing the home for sale (e.g. painting, cleaning etc). Can they use your product for these services too?	You can use ListSure's Pay Later or Pay On Success® for any cost relating to the sale of your property, including: marketing and advertising costs, property styling, conveyancing, and pest and building. When it comes to home improvement and minor renovations such as painting or landscaping you can only use Pay Later (not Pay On Success®).
With the above, what are the financial limits of what ListSure will provide to Vendors for their property sale?	Pay Later and Pay On Success are both subject to a cap of \$30,000 (including fees)
If the property doesn't sell during the initial hire term and the vendor needs to extend the hire contract. How does that work? i.e. can that be added to the Loan?	Yes – vendors can apply for a Pay Later loan to cover extensions to the styling contract (not Pay On Success®).
Some of our stylists charge a refundable bond to their vendors that they hold while the stock is in the vendor's home. How would that work with ListSure?	ListSure will fund any cost relating to the sale of the property – including the refundable bond. The terms of the bond (including repayment) are between the stylist and vendor as usual.
Very rarely, product is damaged throughout the hire period and the stylists needs to invoice the vendor a cleaning or replacement fee. Does your product cover these sorts of fees?	No, that's a conversation between the stylist and the vendor.