

GE Capital



Transaction Reference Guide

HVAC

Enclosed are the quick reference steps and forms to run transactions today and begin increasing your sales and profits.

For additional questions, call
1-800-330-5189, option 0

Merchant/Dealer Number
5 3 4 8 1 2 _____



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Key contacts



Business Centerwww.gogecapital.com

Client Services1-800-330-5189

Process Applications, press #2

To phone in customer applications or enter an application online

Authorizations, press #3

To receive an authorization code for sale

Funding inquiries, press #4

For verification of funding and date of sale posting

Cardholder account # lookup, press #5

To verify customer account number for repeat purchase

Supply orders/questions

Promotion questions or to order supplies

Fax line – Application and/or Funding1-888-679-5200

Fax applications and sales slips to GE Capital

Customer Service1-800-250-5411

Cardholders can call with account questions

Eligible products

Air Conditioners

Boilers

Dampers

Drain Cleaning

Duct Cleaning

Electrical

Electronic Air Cleaners

Fireplaces

Furnaces

Generators

Geothermal Systems

Heat Pumps

Humidifiers: systems

Insulation: blown/liquid/rolled

Plumbing (Cannot be service only; must include installed product or part)

Roofing

Solar/Thermal

Stoves: gas, wood, pellet

Thermostats

UV Lights

Water Heaters

Please contact Client Services at 1-800-330-5189 to receive the most current rate sheet.

Consumer Application

FOR RESIDENTIAL ONLY



- Contractor required to complete
- GE Capital provides
- Customer completes and signs

1. Contractor Number

- Fill in your Contractor Number.
- Fill in estimated amount of purchase.
- If approved, GE Capital Retail Bank will provide an account number.

- Verify and document two forms of ID for all applicants.

Primary ID – Must be photo ID. Record type of ID, number on ID, and expiration date.

Secondary ID – Record issuer, type, and expiration date.

2. Applicant/Co-applicant information

- Applicant must own the property where the installation and/or services are being provided.

3. Signatures

- Customer(s) must sign and date application prior to processing.

Application Processing

- Phone in application to 1-800-330-5189.
- Fax application to 1-888-679-5200 or use Business Center.

When phoning in applications, you have two options:

- For no hold times and fast processing, use **Phone Express Process (PEP)**, available 24/7 OR
- Speak to a client services representative.

HVAC Consumer Credit Application

Please note that you must reside in the United States and be 18 years or older to apply.

37954 APPLICATION MUST BE SIGNED. Please print in CAPITAL LETTERS and avoid contact with the lines: S, M, I, T, H

GE Capital Retail Bank REVOLVING PHONE: 1-800-330-5189 REVOLVING FAX: 1-888-679-5200

Contractor: 534812 Initial Sale/Project Amount: 12,000

Account: 1234567890123456 DL#12345 10/12/ Visa 7/12

1 x

2 Applicant: JUSTIN J. EXAMPLE

First Name: JUSTIN M. Initial: J Last Name: EXAMPLE

Do You Own Rent Parents/Relative Other

Mailing Address: 123 STREET NAME APT # CITY, NAME US 12345

City: 123 State: 45 Zip: 6789 Birth Date: 07/01/1960 Years at Residence: 01

Social Security Number: 214-555-2222 Home Phone: 214-555-3333

If the above address is a PO Box, you must provide a street address for yourself or a contact person. City: ABC, CO State: 10 Zip: 5000 Home Phone / Other Phone / Where We May Call You: 214-555-4444

Your Employer: JEXAMPLE@EMAIL.COM How Long (Yrs): 10 Monthly Net Income From All Sources: 5000 Business Phone: 214-555-4444

3 Applicant/Co-applicant Signatures: Justin Example 07/01/2012

Federal law requires GE Capital Retail Bank to obtain, verify and record information that identifies applicants when opening an account. GECRB will use applicant's name, address, date of birth, and other information for this purpose.

PLEASE SEE NEXT PAGE FOR RATES, FEES & OTHER COST INFORMATION & READ THE ATTACHED CREDIT CARD AGREEMENT.

PEP Process Flow

Press 1 – To use new PEP automated system–this is the fastest way to enter an application and get a credit decision.

Press 2 – To use standard automated entry, including more detailed instructions.

Information you will need to use PEP:

- 16–digit dealer number
- Applicant's date of birth
- Social Security Number
- Applicant's numeric street address, ZIP code, and telephone number
- Applicant's residential status: 1 for owns, 2 for rents, 3 for other
- Applicant's net income figure, including all sources of income

Completing Sales Slip



- Contractor required to complete
- GE Capital provides
- Customer signature required

1. Account and Dealer Number

- Fill in account number and dealer number.

2. Buyer's Information

- Complete buyer's name and seller's name/address.

3. Credit Plans

- Check the "Promotional Offer" that corresponds to the Credit Plan that the customer has selected.
- For No Monthly Interest if Paid in Full promo, fill in the cardholder Annual Percentage Rate (APR). The APR is given when you obtain an authorization code.
- Primary Customer must initial that they have reviewed and selected a promotion.

4. Description and Sale Price


- Complete description, total price, down payment (if any), and amount financed.
- For HVAC products, include Model and Serial numbers of primary piece of equipment in the "Description" line. For Plumbing, include the Service and Product in the "Description" line (product is required).

5. Authorization Code

- Write in authorization code.
- Write in the date of sale.
- Write in date of installation.
- You may request authorization code at time of approval.
- Select the appropriate product description (HVAC or Plumbing).

6. Buyer's Signature

- Customer(s) must sign.
- Give customer's copy to the customer once signed.



Sales Slip - B HVAC/Plumbing Products

GE Capital Retail Bank

1 ACCOUNT NUMBER: 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 DEALER NUMBER: 5 3 4 8 1 2

2 BUYER NAME: Justin Example SELLER NAME / SELLER ADDRESS: Co Name/456 AnyStreet, City, ST, ZIP

3 **Promotional Offers - See reverse side for additional details - APR refers to Annual Percentage Rate**

600 Reduced 9.99% APR and fixed monthly payments equal to 1.25% of promo purchase amount - Until Paid in Full

601 Reduced 7.99% APR and fixed monthly payments equal to 2.50% of promo purchase amount - Until Paid in Full

602 Reduced 5.99% APR and fixed monthly payments equal to 3.00% of promo purchase amount - Until Paid in Full

603 No Monthly Interest if Paid in Full within 12 Months (Deferred Interest) _____ % APR Check if Variable - If variable, APR varies with the market based on the Prime Rate.

No Monthly Interest Charges will be assessed if the promotional purchase balance is paid in full within the promo period. If the promo purchase balance is not paid in full by the end of the promo period, interest will be imposed from the date of purchase at the APR inserted immediately above. Fixed monthly payments are required equal to 2.50% of the highest balance applicable to this promo purchase until paid in full.

J.E. Buyer(s) Initial: I have reviewed and selected the promotional option that meets my needs.

DESCRIPTION	SALE PRICE
4 HVAC MODEL # / Plumbing Service: H,V,A,C, P,R,O,D,U,C,T, _____	1,2,0,0,0,0,0,0
HVAC SERIAL # / Plumbing Product: _____	_____
5 HVAC MODEL # / Plumbing Service: _____	_____
HVAC SERIAL # / Plumbing Product: _____	_____

AUTH. CODE: 4,5,6,7,8,9

DATE OF SALE: 0,7, / 0,1, / 2,0,1,2

DATE OF INSTALLATION: 0,7, / 1,5, / 2,0,1,2

TOTAL PRICE	1,2,0,0,0,0,0,0
CASH DOWN PAYMENT	2,0,0,0,0,0,0,0
AMOUNT FINANCED	1,0,0,0,0,0,0,0



HVAC Products Plumbing Products

I acknowledge receipt of a completed copy of this Sales Slip and have reviewed and understand the promotional terms that will apply to this purchase. I authorize the amount shown to be charged to my credit card account shown above and agree that the purchase will be governed by the terms of the GE Capital Retail Bank Credit Card Agreement.

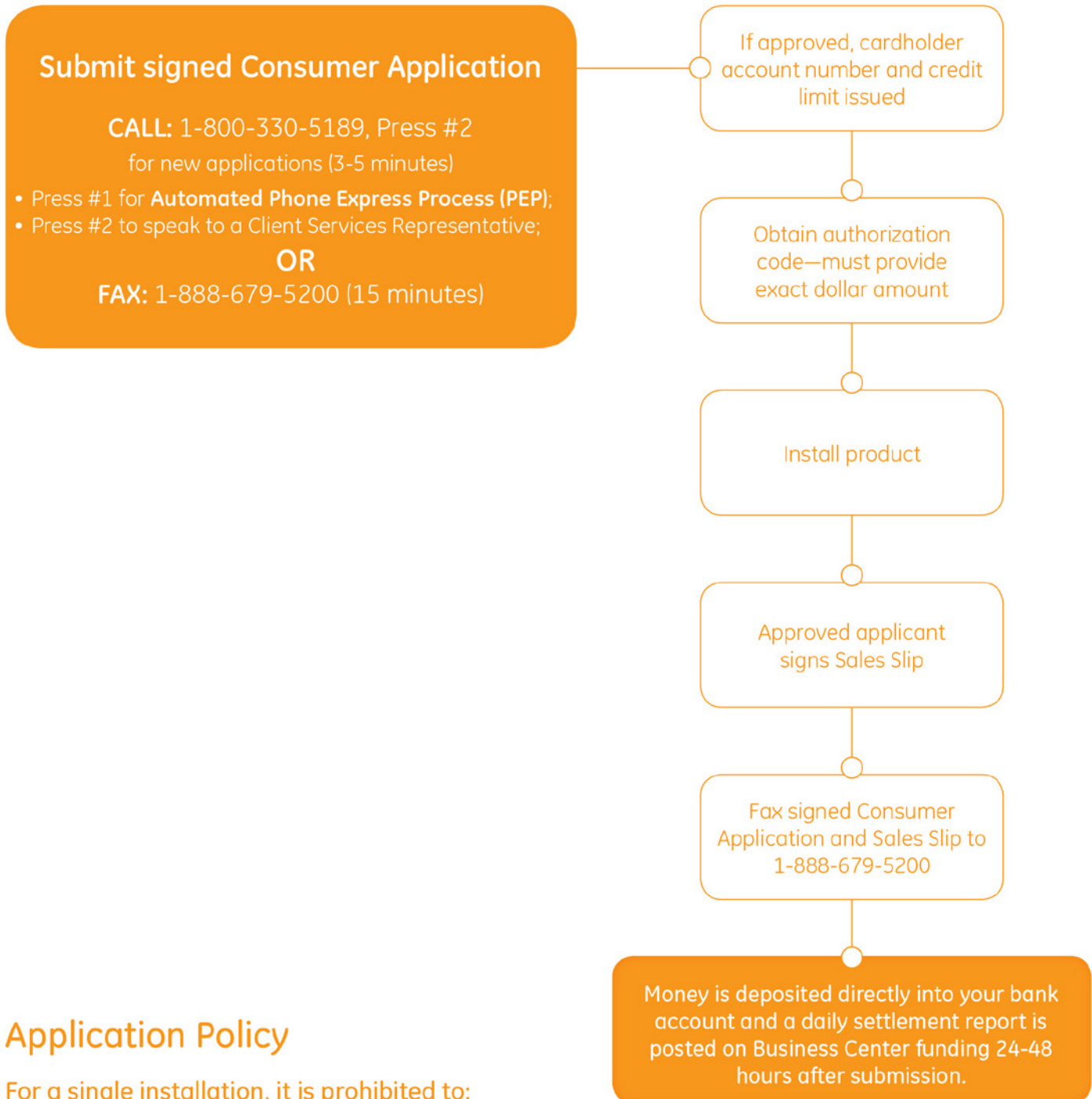
IF THIS WAS AN IN-HOME SALES TRANSACTION, I ACKNOWLEDGE THAT I HAVE BEEN PROVIDED BY THE SELLER WITH BOTH THE ORAL AND WRITTEN NOTICE OF MY RIGHT, AS A BUYER, TO CANCEL THIS TRANSACTION.

6 There is an Activation Fee of \$29, which is a one-time fee charged by GE Capital Retail Bank under the GE Capital Retail Bank Credit Card Agreement at the time the first purchase posts to account shown above.

Justin Example (BUYER SIGNATURE) _____ (BUYER SIGNATURE) 202-085-00 (08/2012) HVAC-B

Process flow map



Application Policy

For a single installation, it is prohibited to:

- Combine more than one of GE Capital Retail Bank's program
- Create multiple consumer accounts at the same property
- Combine GE Capital Retail Bank's program with another lender's program

Failure to comply with this policy may result in termination of the contractor's GE Capital Retail Bank program(s).

Convenient training



Ready right now

Go online now or anytime to www.gogecapital.com and follow the easy steps to learn how selling with financing can really make a difference for your business, your team and, ultimately, your customers.

- 1 Go online to: www.gogecapital.com.
- 2 Log in to Business Center (or register your business first).
- 3 Select Resources, then select Learning Center.
- 4 Select the category you would like to learn about.

