Farmlands

Personal Account Application FAQs.

CCCFA

What is CCCFA?

CCCFA is an abbreviation for the Credit Contract and Consumer Finance Act.
From 1st December 2021, lenders providing consumer credit needed to comply with new regulations; in this instance the CCCFA.
These regulations set out the types of inquiries that need to be made before agreeing to lend money to a borrower, or before agreeing to provide further credit under an existing loan.

What do the new regulations mean?

Before approving an Account for personal use, Farmlands must assess the following:

- The borrower's needs and objectives - to help ensure the credit product is suitable
- The borrower's income and expenses - to be satisfied that the repayments are not likely to cause substantial hardship

How does Farmlands make this Account assessment?

Farmlands will collect evidence of all sources of income and a minimum of three months' bank and credit card statements showing all expenses. Farmlands may also ask additional income and expenditure-related questions, as well as information on why you are applying for the Account.
Farmlands may also ask additional questions during the assessment process.

What does this mean for my Account? Am I eligible?

Your current income and expenditure may put constraints on the Credit Limit Farmlands can offer

Due to regulatory requirements and the nature of Farmlands product, there are minimum income or liquid assets required in order to have a request approved. Each application is considered independently.

Do these regulations apply to all Farmlands Accounts?

These regulations only apply to accounts being used for personal expenditure of more than 50%. Other Accounts are not captured under the CCCFA.

Why do I have to follow the CCCFA for a Farmlands Account?

A Farmlands Account is considered a lending product under the CCCFA. This applies to all borrowers who use their account for personal expenditure of more than 50%.

If I do not meet the requirements of the CCCFA, how can I get a Farmlands Account?

Farmlands will not be able to offer you a non-business Account if if you don't meet the requirements of the CCCFA.

Why does Farmlands need my bank statements?

As part of the change to the CCCFA, applicants are required to provide bank statement data as part of the loan evaluation process. Lenders must also assess if providing the Account will cause substantial financial hardship.

Why are bank statements important?

Some of the things your bank statements will show are your income, that you are regularly paid wages, other loan repayments and your expenses. It is a legal requirement under the CCCFA to ensure that the Account is suitable for your needs, that it is affordable and is not oppressive.

These factors help determine your eligibility.

Centrix

Why does Farmlands use Centrix service for bank statements?

To comply with the CCCFA, Farmlands has an obligation to assess your income and expenditure and categorise your expenses. The Centrix service is provided by third party provider Yodlee which identifies income and expenses and produces a report summarising this information. Farmlands then uses this information to conduct a Credit Assessment. This technology reduces the processing time for requests. Without Centrix/Yodlee, Farmlands would need to manually identify and categorise the information from your bank statement, significantly increasing the amount of time it takes to assess your application.

How much does it cost?

Centrix/Yodlee costs are paid by Farmlands. There is no separate charge to you.

What security measures are in place?

The Yodlee Platform employs strong encryption measures to protect sensitive Personally Identifiable Information and sensitive account data stored in their database. Yodlee use AES 256 (Advanced Encryption Standard) to encrypt the data and keep it in ciphertext form until it is necessary to decrypt for use. The Yodlee network undergoes an annual penetration test by a third party based on OWASP Top 10 guidelines. Yodlee conducts penetration tests and code scans on the Yodlee Platform as part of its Application Security Program. The program includes static and dynamic code scanning, manual reviews, and multiple rounds of penetration testing to test and certify the Yodlee Platform. These tests help identify and address any security vulnerabilities that may exist within the Yodlee Platform.

How many months of statements are required?

3 months' worth of bank and credit card statements, showing all income and expenses. If income and expenses are across more than one account, we will need 3 months' statements for each bank account that expenses are paid from or income is paid into.

Is this it or will more information be required?

Under the CCCFA, Farmlands has an obligation to review the information and make further enquiries in the event of any discrepancies.

Do you store my Account information?

Your credentials are never stored. After the data has been provided, all personally identifiable information is securely removed from Centrix/Yodlees's system.

What happens if I have a joint account with my spouse or partner and they are not applying for the loan? Will you see this information?

Just like PDF statements, joint accounts will show information for both account holders. If required, we will make a determination with you about wages or expenses that apply to you and that of your partner.

I am self-employed or just started employment so I do not have income verification?

We still require statements and credit card statements outlining all expenses. The Farmlands credit team will be in touch to discuss your situation further with regards to income confirmation.

What do you do with my bank statements and information?

Farmlands is required under the CCCFA to retain all records relating to its credit assessment. This information is retained securely on our system with access restricted to the areas of the business involved in preparing documentation and making a credit assessment.

My bank has told me not to provide my internet login details.

Generally this refers to sharing credentials with another user and doesn't take into account using a secure service such as Centrix/Yodlee. Farmlands have provided another option, which is to supply PDF copies of all statements where income is paid into or expenses are paid from if you are not confident in this approach.