# BUD End User Guide

UDC
New Zealand's Finance Company

# Introduction

This guide will walk you through how to login via your internet banking or upload your bank statements to the UDC Affordability Classification Tool.
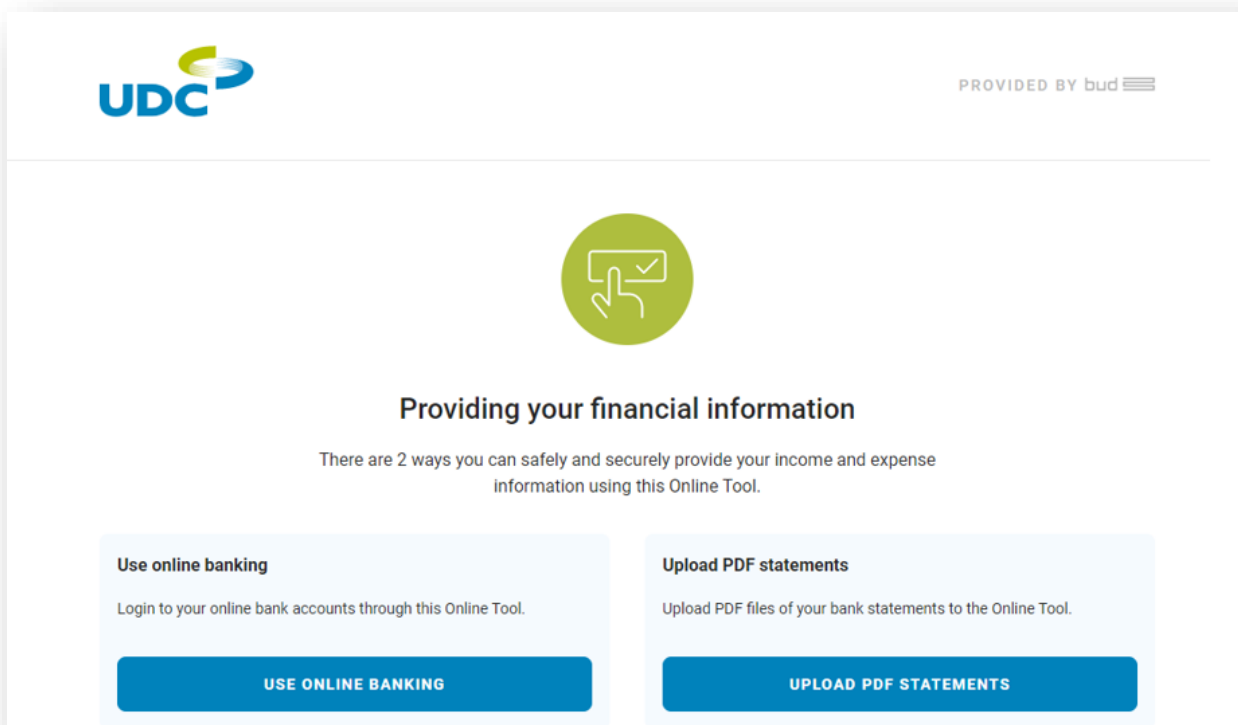
These are the steps you need to complete:
1. Start your application
2. Retrieving your financial information
3. Read and agree to the terms and conditions
4. Provide your financial information.

If you need help at any point, please contact your UDC advisor via email using udcverification@udc.co.nz - let's get started**.**

## Providing your financial information

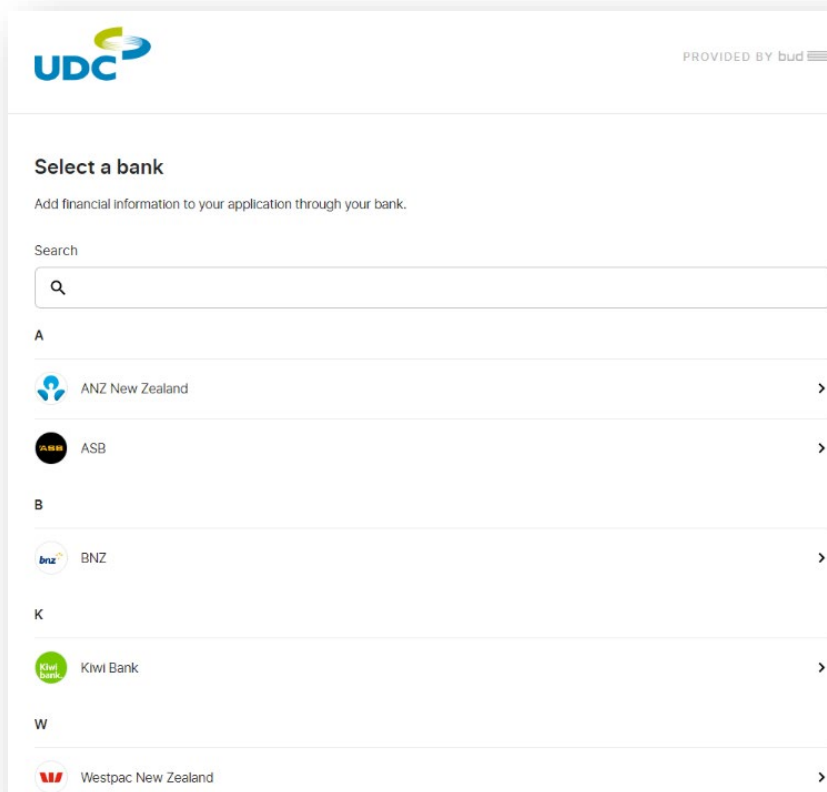The below actions outline the steps required for you to provide your financial information to UDC:

- Check your email for a link provided by UDC.
- Click on the link to be redirected to the UDC Affordability Classification Tool.
- Please review UDC's terms and conditions before ticking the box that says, "I have read and agree with UDC's terms and conditions".
- There are 2 ways you can safely and securely provide your income and expense information using the online tool. You can select to use online banking or upload PDF statements, or both.
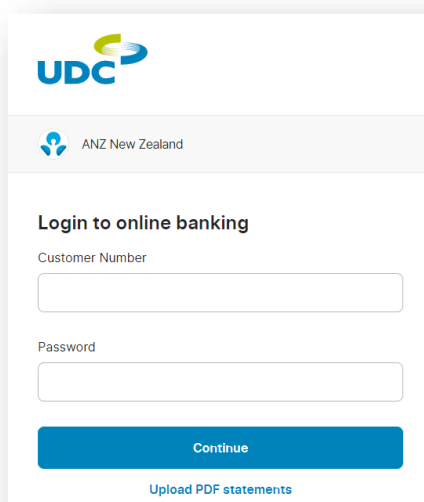
## Using online banking

1. Select your bank from the list to start the process, currently limited banks are available.
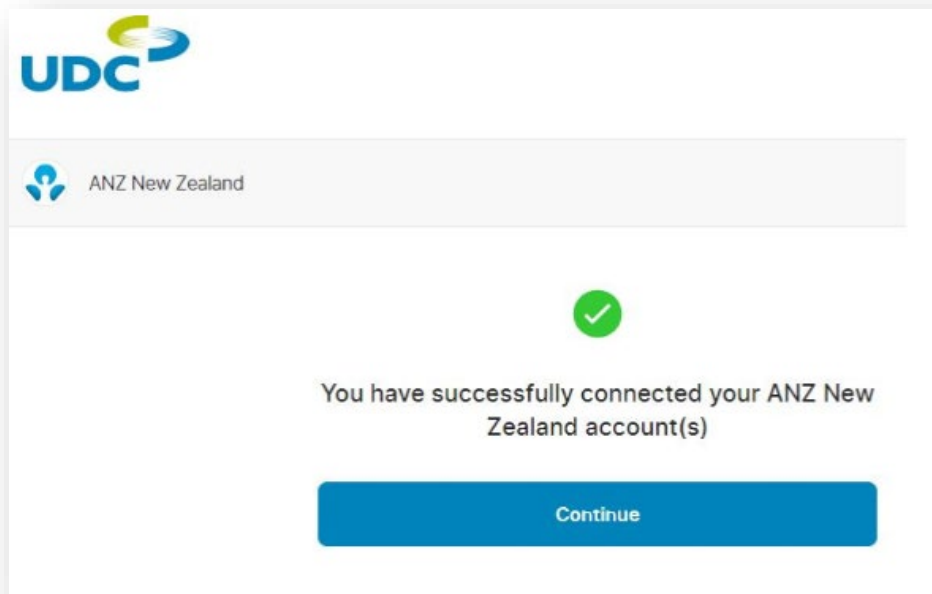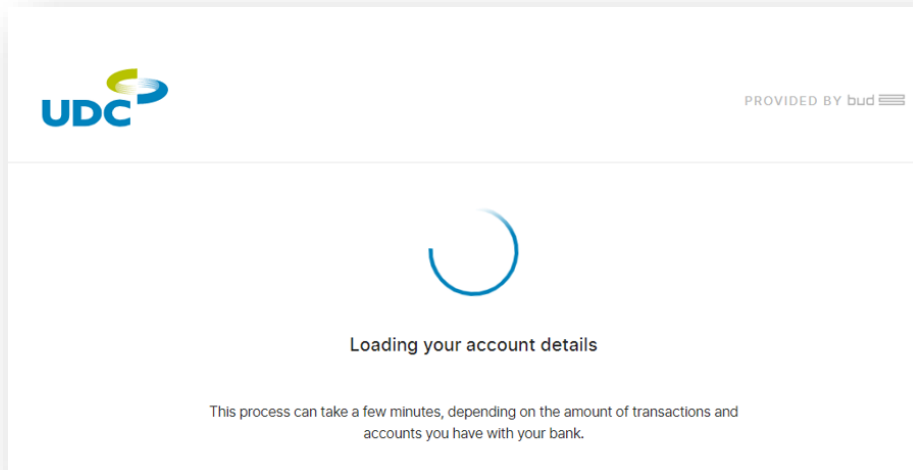


Login to your online banking, you will need to enter your own bank details and password.

2.  If you have two factor authentication turned on with your bank you will get an additional prompt, enter the code, and continue.

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Loading your account details

This process can take a few minutes, depending on the amount of transactions and accounts you have with your bank.

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ANZ New Zealand

You have successfully connected your ANZ New Zealand account(s)

Continue

3.  Once successfully connected, select continue to view your connected accounts. Your connected accounts will then be displayed on screen for you to review.

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4. Select continue to proceed to your financial summary review.



5. Once you have reviewed the financial summary page click "Submit application" to complete the process.

# Adding an additional PDF bank statement when you have used online banking

1. Select "Add financial information" from either the connected accounts screen or financial summary review. To upload your statements, follow the PDF upload process below.
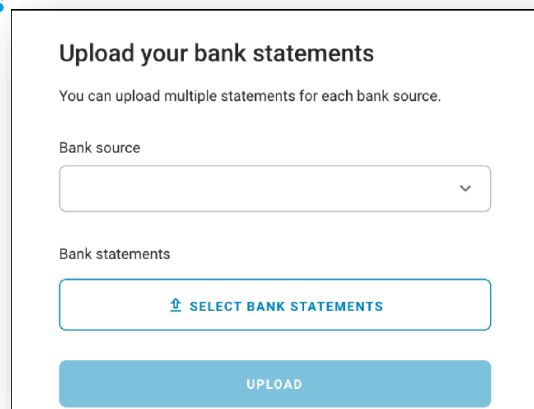
# How to upload PDF bank statements

## Bank source

Please make sure the bank source matches the bank of your PDF statement. If it does not match, an error will likely occur when uploading your statement.

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**FAQ: What if the bank source for my statement is not listed?**

If the bank source is not listed in the drop down for your statement, then it will not be possible to upload it. Each bank formats their statements differently which means configuration is required to be able to process them. If your bank is not listed, please get in contact with your UDC Advisor.

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**FAQ: What if the statement matches the bank source but still won't upload?**

Try the troubleshooting steps in the error section of this guide. If you're still having trouble, get in touch with your UDC Advisor.

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## Uploading your bank statements

1. Use 'Select Bank Statements' to add your statements.
   - Statements must be in PDF format to enable them to be uploaded.
   - Multiple statements from one bank can be uploaded at a time but not from different banks e.g., two statements from ASB can be uploaded at once, one statement from ANZ and two statements from ASB cannot.
   - You can add more statements from alternative banks in the next step.

2. When selected, the statement will appear in grey. To upload the statement, select 'Upload & Continue'. This should take no more than 30 seconds to complete, and the green bar indicates the progress of the upload.

3. When uploading multiple statements, if one fails, the green loading bar for that statement will stop and a red cross will be presented next to this statement. However, you can continue with the statements which have been uploaded successfully.

4. For successful statements, the green bar will have reached the end and a green tick will appear to confirm that they have been successful. Select 'continue' to

move to the next step.

5. You will be directed to 'All customer bank statements. Here you will be able to 'add another statement' and upload statements from any other banks listed in 'bank source' - redo the steps above and add as many statements as necessary.

6. When finished and all statements have been uploaded successfully, select 'Submit'.
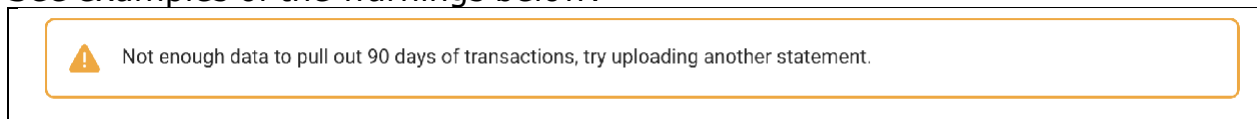


## Review your summary

The summary page will give you an overview of the transactions and how they have been categorised. Any amount with a positive sign '+' is an incoming (or positive) transaction, any amount with just a number and no sign is an outgoing (or negative) transaction.

This page gives you the opportunity to review how the current transactions are categorised and the system will provide warning signs for anything that could be an issue for your application, this includes:

- There isn't 90 days of data in the statements uploaded. (This will show if one of the accounts for which a statement(s) has been provided does not have 90 days' worth of transactions)

- There are key categories missing - to get a better picture, upload more statements to your application, if possible.

For any missing key categories, warnings will show next to the categories that transactions have not been assigned and will be summarised at the top of the page.

See examples of the warnings below:

If the warning for 'not enough data' is showing you will still be able to proceed with the application. The warning is flagging that there are categories with no transactions found for visibility and to give you the opportunity to upload more statements.

After reviewing the summary of your categorised transactions and assessing any warning signs that have been flagged, you can then 'upload another statement' if you would like to add more or 'submit financial summary' to finish the process. Your UDC Advisor will handle the rest.

# FAQs

**Common Errors**

## There's an error when uploading my statement, what should I do?

There are several errors that can occur on uploading a statement, you should try to upload the statement a maximum of 3 times and if you're still encountering errors, below are some common troubleshooting steps:

- Check the statement file type is a PDF (if you can't highlight text, it is not a PDF)

- Check the statement file is uploaded with the correct bank selected for upload

- Check the statement is below the maximum file size of 4.5MB

- Check the statement is an official bank generated PDF and not a scanned image file

- Try re-downloading your PDF (it may be corrupt)

- If possible, redownload the statement from your bank

- Check you haven't uploaded the same statement twice

## Run-through this list to make sure that your statement is being uploaded correctly. What do I do if my statement is too large?

A potential issue can be using a file that is too large. The maximum size of bank statements you can upload is 4.5MB if the PDF exceeds this limit, then try uploading the PDF as multiple files rather than one large file. Do this by downloading the monthly PDF statements individually.

## What if my statement doesn't match the source I have selected?

When uploading a statement, the statement source must match the bank statement e.g., if the 'Bank source' is marked as 'ANZ', then the statement uploaded must be from an ANZ current account and you can't upload statements from other banks in that upload. Please double-check the statements that you're having issues with to make sure that the name of the PDF matches the statement and hasn't been mislabelled.

## I have uploaded my statement successfully, but it hasn't appeared

After uploading the statements and selecting 'continue', you will be directed to a page to review all customer bank statements. If a statement has been successfully uploaded (the green bar completed followed with a tick) but has not appeared, try refreshing the page as there may be a delay. If the statement still does not appear, try uploading it again. If the problem persists, please contact your UDC Advisor on **udcverification@udc.co.nz**

## I've checked for common errors but I'm still having issues uploading my statement

If you're still encountering issues you may need to contact your UDC Advisor on

**udcverification@udc.co.nz** and they will be able to investigate this further for you. Make sure to include:

- The type of statement (which bank and account type), and
- The time you attempted to upload it.

## Data and security

**Who is Bud?**

As part of the New Zealand Credit Contracts and Consumer Finance Act Legislation (CCCFA) UDC is required to assess and verify customer income and expenses for all lending applications.  Bud is a third-party supplier partnered with UDC to provide this service. You will see Bud referenced in the journey where you need to share your financial account information. Bud receives this financial information and categories your income and expenses before sharing this data with your UDC Advisor to progress your application.

**Who will see my data?**

The only person that will ever see your financial data is the UDC Advisor who is working on your application. On Bud's side, the data is encrypted to ensure that it is not readable.