



Making Life Affordable

Frequently Asked Questions

What is XpressPay?

Available to anyone living in Ontario, XpressPay offers an instant financing solution to break down the cost of large purchases into affordable payments. Our quick, easy, hassle-free process gives you more buying power to help you get what you need.

When you apply for an XpressPay loan you will receive instant notification of approval.

If you select one of our preferred Merchants, your Merchant will also receive notice of your approval and the funds required for your purchase will be sent instantly to your selected Merchant – letting you get what you need when you need it.

What does it cost for my business to offer XpressPay?

There is no cost associated with registering for, or offering XpressPay financing through your business.

How quickly will I get paid by XpressPay?

In most cases, Merchants are funded the next business day after a loan application has been completed and approved.

Is there any credit risk to me as the Merchant?

No! WFCU Credit Union assumes all credit risk.

Are there any restrictions on what XpressPay will fund?

XpressPay will fund any product or service that your business provides from \$500 to \$10,000.

What do I require in order to offer XpressPay?

Merchants must have a WFCU Credit Union Business 1 Chequing Account.

An internet connection, along with a desktop computer, tablet or smartphone is required in order to access the XpressPay online portal.

How does it work?



Customer completes the online application.



Receive instant notice of customer approval.



Customer will provide Merchant with a 'Merchant Code' to complete the loan application.



Complete transaction for goods or services.



Get paid through XpressPay.

How do I register to become a Merchant with XpressPay?

Please contact Baseerat Adams, Senior Manager Small Business at 519.974.3100 ext.1283 or by email at badams@wfcu.ca.

How do I complete a transaction?

1. Go to XpressPay
2. Click on Merchant > Enter your login information
3. Enter in the Merchant Code provided by your customer
4. Complete transaction for goods or services
5. Get paid through XpressPay



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Where can I see the status of my customers applications?

All applications can be viewed through your online XpressPay Merchant account. If you are unable to login to your account please contact Baseerat Adams, Senior Manager Small Business at 519.974.3100 ext.1283 or by email at badams@wfcu.ca.

What are the interest rates and terms on XpressPay payment plans?

Our rates typically start from 8.99% but exact rates depend on the quality of your customers' credit. Terms range from 12 to 60 months.

Can customers use XpressPay to fund only part of their purchase?

If your customer is using cash, debit, or credit card to pay for part of a purchase, the remainder can be funded with XpressPay as long as the funded amount is at least \$500.

My customer was not approved for enough credit. What should I do?

Please contact Baseerat Adams, Senior Manager Small Business. They will review the situation and determine if there are any alternative lending solutions we can provide the customer that will allow them to make their purchase.

What do I do if a customer wants to return their purchase or receive a refund?

Returns and refunds are subject to your business' return and refund policies.

My customer doesn't understand the benefit of XpressPay. What should I tell them?

Here are a few points you can share with your customers about the benefits of XpressPay:

- Quick, easy and hassle-free
- It will increase their buying power allowing them to make their purchase today
- They will receive instant approval
- Affordable monthly payments
- There are no penalty fees for early repayment
- Lower interest rates on an XpressPay loans compared to most traditional credit cards

Additional need to know

XpressPay is provided by Omnia Direct which is a division of WFCU Credit Union. At WFCU Credit Union, we've built our business by taking care of our Members and pride ourselves on developing innovative products that are designed with our Members needs in mind.

WFCU Small Business

At WFCU Credit Union we make small business a big priority. We do this by providing all the financial services small businesses need to succeed. Our Small Business Account Managers, along with their teams, provide expert advice and tailored solutions that help ensure the success and continued growth of your business.



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