User Guide
Frequently Asked Questions

Avanti Finance
personal@avantifinance.co.nz
avantifinance.co.nz | 0800 003 111

PERSONAL LENDING

How do I know when a task or action is required of me by a lender?

You will receive an email notification listing any outstanding items or actions required. You can also view these in the Avanti Partner Portal by opening the relevant application. Any pending tasks will be displayed under the applicant's record.

How do I get my login details for the new portal?

Once you have been transitioned from ALF, your login details will be emailed to you by your Relationship Manager or our Sales Support team.

Can I use my existing login details from ALF?

No, your existing ALF credentials will not work in the new system. You will receive new login details for the new portal.

Will my historical applications be transferred so I can refer back to them?

No, historical applications will not be transferred to the new platform. However, you will be able to view and manage all new applications once they are submitted in the new system.

How do I track the status of an application?

You can track and manage the status of your applications directly through the portal, which gives you real-time updates at each stage of the application process.

How do I upload documents or submit information?

Log in to the portal, open the relevant application, and go to the 'Documents' tab. From there, you can upload any required files or provide additional information.

Who do I contact for support if I am unsure about something or have an issue?

If you need assistance or are experiencing an issue, please contact your Relationship Manager or our Sales Support team at **personal@avantifinance.co.nz**.

Is training available for the new portal?

Yes, training is available. Please contact your Relationship Manager for further assistance or to arrange a session tailored to your needs.

What should I do if I forget my password?

No password is required to access the Avanti Partner Portal. You'll receive a 6-digit code that is sent to your email each time you log in. If you have any issues, contact your Relationship Manager or our Sales Support team.

What do each of the stages mean?

For detailed information on the meaning of each stage, please refer to the Application Stages guide.

Will I be able to send biometric links directly to a customer?

Yes, you can send biometric links to the customer at any stage of the application. You will also be able to track when the biometrics have been completed.

Will I be able to re-issue contracts and check the status of a contract's esign?

Yes, you can re-issue contracts and see what parties have viewed and signed their contracts via our DocuSign integration.

Can I complete a top-up for an existing Avanti Finance customer?

Yes, within the appliction form select that the customer is an exisitng customer. We will provide the current settlement balance and you can then add the new funds as part of the new loan purpose.

Can I submit an application for a debt consolidation?

Yes, when completing the application form click on 'To Consol' within the relevant libailities. You will then be able to arrange this settlement within the disbursement section of the loan after the approval.

Need further support?

Contact our dedicated support team on **0800 003 111** or **personal@avantifinance.co.nz**.
Alternatively, your local Relationship Manager can assist you.