



FinApp - Delivering the auto finance customer journey for Ford

Our work integrating with FCE and Ford's banking partners

- ✓ Enable customers to view a finance quote and apply for finance during online car purchase
- ✓ Integration with Ford Credit Europe and other finance providers in EU (ALD, Santander, BNPP)
- ✓ with a flexible system architecture
- ✓ Manage feature roadmap, build & run the product in Ford's eCommerce PDO organisation

The image displays two overlapping screenshots of the Ford Credit checkout process. The top screenshot shows the 'CHECKOUT' page with a progress bar indicating the current step is 'Finance Application' (4/5). A warning message states: 'To be able to complete this finance application, you will be required to upload a legible and current copy of your full Driving License.' Below this, the 'Eligibility Criteria' section lists requirements such as being able to provide a valid ID, being a customer finance applicant, being 18 years old, being a resident of the UK, and having a bank or building society account. The bottom screenshot shows the 'Finance Application' page, which includes a 'SECURED' lock icon and a 'Please provide your personal details as shown below' instruction. The form fields include 'Title' (a dropdown menu), 'First Name - As it appears on your identity document', and 'Middle Name (Optional)'. To the right of the form, a red Ford Mustang is shown, and the vehicle details are listed: '2021.0 MUSTANG MACH-E'. The price is displayed as '£12,345.00 /MONTH APR'.

Ford Credit | CHECKOUT

Progress: 1/5 (Your Details) ✓, 2/5 (Dealer Order) ✓, 3/5 (Deposit Payment) ✓, 4/5 (Finance Application) **4/5**, 5/5 (Confirmation)

Warning: To be able to complete this finance application, you will be required to upload a legible and current copy of your full Driving License.

Eligibility Criteria
You will not be able to save and exit, so please make sure you have all the required information available.

TO BE ELIGIBLE TO APPLY

- Be able to provide a valid ID
- Be a customer finance applicant
- Be 18 years old and over
- Be a resident of the UK
- Be able to provide your own address
- Be able to provide a valid email address
- Be able to provide your own phone number
- Have a bank or building society account

Finance is provided by Ford Credit

HOW WE COLLECT AND USE YOUR INFORMATION

Finance Application
You will not be able to save and exit, so please make sure you have all the required information available. Please note, if you are inactive for 15 minutes, to protect your personal information on this form, you will be logged out and your information will be lost - a warning timer will appear before you are logged out.

ABOUT YOU **SECURED**

Please provide your personal details as shown below

Title

First Name - As it appears on your identity document

Middle Name (Optional)

MUSTANG
2021.0 MUSTANG MACH-E

Model: 2021.0 Mustang
Engine: STANDARD RANGE RWD
Colour: Red
Interior: Leather

Ford Options
Monthly Price
£12,345.00 /MONTH APR

Our work integrating with FCE and Ford's banking partners

Deloitte runs the FinApp product team, within Ford's eCommerce PDO organisation. This is a distributed team (across UK, India) and shoulders the full spectrum of responsibilities from backlog management to production support. The team works closely with teams within FCE, including product owners, product teams and Ford's banking partners.

Integration with FCE & Ford's partners

FCE Product Owners

Ed Davies, Victor Martin and wider FCE team

FCE Product teams

ADT-1
API gateway
Backoffice team

FCE Markets

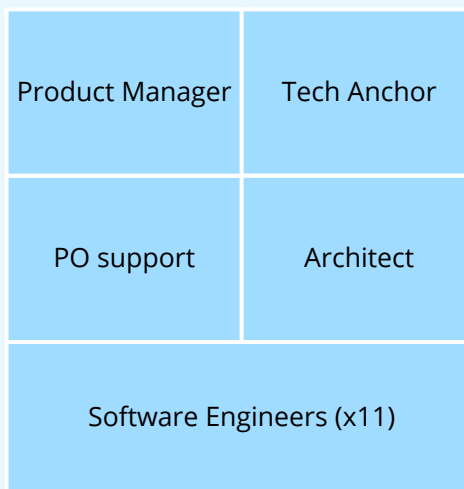
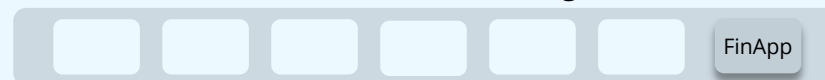
UK, France, Germany, Spain, Italy,

Ford banking partners

ALD, BNPP, Santander, BankNow

Deloitte product teams

Ford eCommerce PDO org



Responsibilities

Backlog management

Process definition

Architecture, Development & QA

DevOps & Support

Delivery management

FORD FINANCE QUOTE & APPLICATION

