



### Customer Process

STEP 1: Confirm cost of treatment with HCG Protocol.

STEP 2: Confirm you wish to pay by instalments, utilising the PayRight finance option.

STEP 3: Download, complete and sign the PayRight application forms from the HCG website (<http://hcgprotocol.com.au/payment-options/>).

STEP 4: Email completed forms and a copy of your drivers licence to [admin@payright.com.au](mailto:admin@payright.com.au).

STEP 5: A PayRight Customer Service Representative will call you the same day to inform you of your approval and Zero Interest Repayment.

STEP 6: PayRight will also notify HCG Protocol of your approved application.

STEP7: HCG Protocol will contact you to arrange ordering of your program.

### PayRight Process

1. Once PayRight receive all the required documents they will contact you to advise of your approval and take you through the repayments / or to advise if any information is missing from your application.
2. PayRight will contact HCG Protocol to confirm your customer details (including match with your photo ID provided).
3. PayRight makes full payment on your behalf to HCG Protocol.
4. HCG Protocol will also confirm back to you once approved and your treatment can commence/products ordered.