

Frequently Asked Questions

What is the referral process?

Submit referrals via the online form which can be found [here](#) watch demo [here](#)

After submission of your form, your client's details will be sent to HoneyPro, who will contact them to confirm a convenient time to complete the review.

If your client can't be reached an invite will be sent out with an indicative time and date that the consultant will make an initial attempt on. This will be based upon the time and date provided on the original referral form. You will receive an email confirming this.

Pricing

See separate pricing document

Payment options

The client can pay in full up-front, spread interest-free for 3 months with Klarna, or fund over up to 60 months with FSL (Funeral Safe Limited). The FSL funding options offered are subject to individual circumstances as with any lending.

Unsuccessful appointment call process

If this call isn't answered the call will be attempted 3 more times over 3 days and then a chase email will be issued.

If your client is not responsive a further 3 calls will be made over 3 days, and then you'll receive a refer back notification as we don't wish to irritate clients.

At this stage, we'd suggest you re-engage with the client to find a suitable time for us to try again.

Successful appointment call process

When the client answers the initial call, the consultant will complete a review and provide a report detailing what your client needs, why they need it, and what happens if they don't have the documents in place. They will be sent a copy of this report.

If the client doesn't choose to purchase at this stage, we will send you a quoted email confirming the value of the recommendation.

We'd recommend on receipt of this email you speak with your client to obtain their feedback to establish if there is anything that is preventing them from moving forward.

We will also book a follow-up call typically within 1 week of initial quote to further discuss and look to close the sale. You'll receive a notification of when this call is scheduled for.

If the client chooses to purchase, you'll receive an email confirming the value of the sale.

Unsuccessful quotes follow up

If your client doesn't answer the follow-up call we will email to reschedule. If they don't respond we will attempt to call 3 more times over 3 days and if they don't respond we will issue an email closing down their file with us and send you a notification to confirm this.

Successful quotes follow up

When your client confirms which package they wish to proceed with and how they wish to fund it and then you'll receive an email confirming sale value.

Post sale

You'll receive notifications when documents have been completed, submitted for checking, and then issued to your client for signing following a successful legal check.

If you have any questions throughout the process, please contact the team at info@honeypro.co.uk stating your client's name and contact email.

If your client needs to speak with anyone please ask them to contact the team on [0800 847 7140](tel:08008477140)

If a matter is urgent please contact Michael O'Brien on [07864680343](tel:07864680343)

Point of contact & updates

Day to day info@honeypro.co.uk

Complaints mike@ob1financial.co.uk or [07864 680 343](tel:07864680343)

Client line [0800 847 7140](tel:08008477140)

Updates are automated from the Honeypro consultant team throughout

Payment of referral fees

25% is paid to you. The average referral fee is £250.

Payments are made on the 15th of the month following the expiry of the 14-day cooling-off period.

For example, if a purchase is made on the 15th of November it would be paid on 15th of December

If it was made on the 17th of November it would be paid on the 15th of January