

OnDeck

Most Common Questions

Articulate & Differentiate OnDeck

Effective communication to your customers is an essential part of your success as an OnDeck Partner. Listed below are some helpful talking points:



PRODUCT:

- “OnDeck offers term loans and lines of credit to small businesses nationwide.”
- “OnDeck offers true business financing that may help you build business credit and larger trade lines.”
- “OnDeck is faster and requires less paperwork than a bank, and is cheaper than a merchant cash advance.”



TERMS:

- “If you are approved for an OnDeck loan, the terms will be anywhere from 6 – 36 months.”



PAYMENT:

- “OnDeck offers transparent pricing with fixed rates and fixed daily payments.”
- “OnDeck offers fixed repayment (daily or weekly) via ACH from your business bank account (Mon-Fri).”
- “This allows you to manage your business’ cash flow without large deductions each month.”



APPLICATION:

- “The OnDeck application only takes a few minutes, and approvals can be turned around in as little as one day.”



SUPPORT:

- “OnDeck has customer service agents and loan specialists available six days a week in case you have questions or if I’m unavailable. They can be reached at (888) 269-4246.”



SUCCESS TIP

Stay in touch with your customers, even when you do not need anything from them. Maintaining a constant line of communication will build trust and increase your conversions.