

Offering buy now pay later payment options in-house – the ultimate BNPL white paper for B2C and B2B companies

OFFERING BUY NOW PAY LATER PAYMENT OPTIONS IN-HOUSE – THE ULTIMATE BNPL WHITE PAPER FOR B2C AND B2B COMPANIES

By 2025, the global BNPL industry will grow 10-15x its current volume — topping \$1T in annual gross merchandise volume. Both B2C and B2B businesses have noticed that despite any pushback, BNPL quickly becomes a must-have payment option. And more entrepreneurs each day realize that it's better to control this monetization and retention tool instead of letting a third-party lender get all the fruits of their client-converting labor.

But starting to offer pay later options is a new challenging venture for most product and service providers. We've written this in-depth research to help you navigate this space in an informed manner and avoid the mistakes business owners commonly make.

This white paper is for three types of people.



Those considering BNPL as a business opportunity and looking for a meaningful introduction to the space



Those ready to offer BNPL in the business-to-consumer vertical



Those ready to offer BNPL in the business-to-business vertical

To make sure everyone of you finds the information they need in this piece, we've divided it into three major chapters – Intro to BNPL, B2C pay later, and B2B pay later.

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PART I:

WHAT YOU NEED TO KNOW BEFORE ENTERING THE BNPL SPACE

Intro to Buy Now Pay Later

Letting your customers pay for products or services in several installments if they can't afford to foot the bill in one go is an idea that has been around since the invention of money.

Up until recently, it was almost impossible to offer Buy Now Pay Later consumer credit at the point of sale unless you are a bank or a large alternative lender. The reason being – it used to be too hard to accurately evaluate credit risk and even if you had the capacity for it, underwriting took too long.

Times have changed. Traditional lending done in person through banking branches is riding into the sunset and working with credit digitally is swiftly becoming the new norm. And when a conservative space goes digital, the entry barrier into this space gets lower.

Customer expectations and online comfort standards are formed by the Ubers and Amazons of the world. And despite their best efforts, most traditional lenders can't address the current demand for a low-to-zero-interest point-of-sale pay later options. This creates an enormous market gap for affordable, seamless, and secure customer finance. See supporting data in the in the **Buy Now Pay Later adoption statistics** section.

In the past you needed immense resources and expertise to start and run a lending business. Now technology has made credit more democratic than it has ever been. Any entrepreneur can partner with a lender like Affirm or even have their Pay Later program automated and running in-house. Which in our, slightly biased, opinion is a lot better.

Most obvious potential beneficiaries of the rise of BNPL are B2C and B2B product and service providers that want to implement a Pay Later program of their own instead of outsourcing lending profits and benefits (like loyalty, retention, and control) to a third-party lender.

You may be a retailer, equipment manufacturer, healthcare provider, renovation contractor, airline, or any other company that sells a product or a service that you would sell more of if people could pay in installments.

What benefits BNPL provides

If you're approaching Buy Now Pay Later as a lender, you will need to have your margins and loan rates built in a way that you make money on credit. But as a product or service provider offering your own inventory, you're at an advantage since you make money selling the product, not necessarily from credit itself. So, if you as a business owner own your Pay Later program, you can have very liberal terms (0%, easy qualification, grace periods, etc).

That said, finance providers, retailers, manufacturers, service providers - we've researched and written this piece with all of you in mind so keep reading.

A few common benefits BNPL provides a business such as yours:



Grow your revenue by making payment in instalment option a powerful and ever-green monetization tool



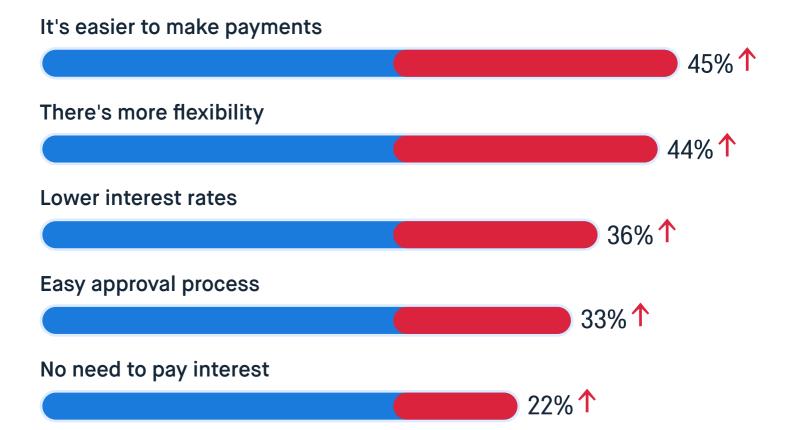
Capture a share of a booming embedded financing market at the beginning of the wide market adoption



Increase loyalty and long-term value of your customers and leverage your unique transaction data while making it work for you

Buy Now Pay Later adoption statistics

The market rules remain stable – products and services don't flourish unless the customer generates demand. Buy now pay later has been growing at a staggering rate which serves to prove that this change in the lending space has been long overdue. Consumers cite these as the reasons for why they use BNPL instead of credit cards



And even if you look at it simplistically, it makes a lot of sense that credit should occur at the point of sale instead of a separate place that has nothing to do with the purchase. Of course, traditional lenders will retain control over large loans with complex calculations. But you don't need Bank of America's underwriting staff to (automatically) charge a client 4 times instead of 1.

Here are the most important BNPL statistics to date that you as a business owner need to be aware of:

- 60% of consumers say they are likely to use POS financing over the next six to 12 months
- **25-30%** of originations in 2021 happened in-store, using applications submitted by staff
- 53% of respondents who have never used Buy Now Pay Later say they're likely to use it within the next year
- 71% of Americans who visit the dentist frequently would use BNPL over traditional payment methods
- 86% of Americans who visit the dentist frequently would use BNPL over traditional payment methods
- BNPL usage in 2022 by generation gen Z 44%, millennials- 37%, gen X 23%, baby boomers 9.4%

But it's not all sunny in the Buy Now Pay Later kingdom.

Regulatory pushback and the rise of ethical lending

And as with any exciting new trend, some people take advantage while others fall into their traps. And this is the situation we're in. BNPL is a relatively unregulated payment method, and now it's being looked at more closely. Some of the recent stats indicate that:



57% of people say they regretted making a purchase through BNPL because the item was too expensive.



31% of buy now, pay later users have made a late payment or incurred a late fee.



36% of BNPL users say they are at least somewhat likely to make a late payment within the next year.

With stats like these popping up, people start to accept that the Pay Later option is not a silver bullet for getting anything you want at a fraction of the price. You still must pay and as with any credit – if you have too much of it, it can get out of control.

It is to be said that BNPL can get a bad rep because of occasional predatory lenders who charge savage interest, aren't flexible on terms, approve BNPL requests even when the client isn't able to pay, etc.

There's an active global discussion around the rise of BNPL trend. Many regulators and organizations claim that this kind of credit product can lead to irresponsible consumerism. Which may be a little condescending towards the consumers. Nonetheless, government agencies start to act:

- The Consumer Financial Protection Bureau (CFPB) issued a series of orders to five major BNPL providers to collect information about the risks and benefits of their solution. The CFPB is concerned about the potential for consumers to accumulate debt too quickly.
- The same agency opened an inquiry into the biggest BNPL lenders, citing concerns about growing consumer debt and data harvesting.
- Regulators around the globe are starting to act too. The UK is currently
 exploring the exemption in the Consumer Credit Act for delayed payment of
 goods and services that apply to BNPL.
- The European Commission and Australia may also seek to regulate BNPL within the next year.

 European countries are concerned too, and in May, the Swedish Authority for Privacy Protection said it was opening an investigation into Klarna's checkout service

Regulation is a healthy reaction, especially in areas which can be abused, like credit. And in this light, it reinforces the idea of credit being the force for good. And the processes we're witnessing are the standard flow of things:

- 1 First, technology opens new horizons
- Then there's a little period of uncontrolled growth
- 3 During that time some consumers get hurt and regulators catch up
- Post-regulation maturity phase arrives, rules are set, and the new phenomenon is integrated into our society

The tech-enabled pay later trend is on the 3rd stage of adoption. This financial tool is at the very beginning of its renaissance with plenty of market space left to claim.

Now, let's move our focus onto B2C BNPL providers who are the most active part of the Pay Later ocean at the moment.

PART II:

GETTING STARTED WITH BUY NOW PAY LATER IN THE B2C SPACE

Now that we've covered all the basics of the BNPL industry and automation, let's dig deeper to enable you to make the right decisions for your business when implementing a Pay Later functionality operation.

The difference between B2C and B2B Buy Now Pay Later programs

Now that we've covered all the basics of the BNPL industry and automation, let's dig deeper to enable you to make the right decisions for your business when implementing a Pay Later functionality operation.

B₂C

There are a lot more B2C Pay Later providers and they deal with a lot more standardized transactions and customers. What they're selling rarely costs more than \$1k. It's a numbers game. You need to close deals on autopilot, without mistakes, and with an intuitive interface

B₂B

B2B Pay Later providers work with fewer commercial clients but each deal brings more risk and more reward. The B2B pay later sale can be huge but evaluating risks of non-repayment when you're dealing with a business entity is also much harder

As you can see, the B2C segment needs a quick to deploy and easy to configure universal solution which will work in a variety of industries by default. B2B segment often requires additional features, custom integrations, and unique configuration to fit their business logic and specific customer profile.

In this article, we're taking a closer look at the B2C Pay Later space, also known as consumer finance, point-of-sale finance, embedded lending, in-house lending, and many other aliases.

Why offering Buy Now Pay Later options is a must for a B2C business

There are millions of businesses that already do and soon will offer their own Pay Later options to their customers. Retail, healthcare, professional service providers, manufacturing, renovation, etc – anything a consumer may want to pay for in installments.

Most of these businesses went through an expedited digital transformation process in recent years which wasn't easy. At the same time:



Their customer's purchasing power decreased



They were forced to increase prices because of inflation and their operational costs



Their competition increased with global providers and expanded monopolies

Giving customers an affordable and accessible installment plan addresses these problems. With Pay Later options you can still charge a fair price for your product while making it affordable for the customer.



According to data from Klarna, one of the biggest BNPL credit providers, implementing a Pay Later program leads to:

41%

increase in average order value

35%

increase in conversion

45%

higher purchase frequency than the average shopper

That's already good. But it gets better when you bring it in-house. This enables you to remain in control of the customer journey, control the pay later program terms, and keep lender's recurrent fees, etc. But we're getting ahead of ourselves.

It's also important to mention that for most of these businesses, income is seasonal and stable cash flow is...challenging. Receiving payment installments predictably throughout the year helps you plan ahead and strategize.

Partnering with BNPL lender vs launching a consumer financing program in-house

Once you've decided to offer pay later options to your customers, you will need to choose:

- Are you going to delegate the program to a third-party lender like Affirm
- Or will you keep it in house, with an end-to-end platform like TurnKey Pay Later

In a nutshell, when offering pay later was hard, involving a middleman made sense. But now that it's easy – it doesn't.

Cost-effectiveness of keeping BNPL in-house vs using a third-party lender

You may reasonably ask: "Doesn't doing it in-house entail higher maintenance costs, staff expansion, acquiring lending expertise, etc.?"

And that's the right question to ask. Automating lending in-house is an added expense that needs to be worth it. And its monetary value grows drastically with scale. But so does the amount of money you lose when you delegate your pay later function to a third-party lender.

Here's a simple exercise:

- The fees BNPL lenders collect from you in each installment are usually 2-6%
- On a **\$100** purchase it's **\$2-\$6**
- On a hundred purchases it's \$200-\$600
- On a \$5mil pay later loan portfolio (which is common among TurnKey Lender clients) 2-6% scales up to \$100-\$300k in fees annually. A similar Standard project with TurnKey Lender, start to finish, usually costs about \$50k annually

How do I automate my BNPL program the right way?

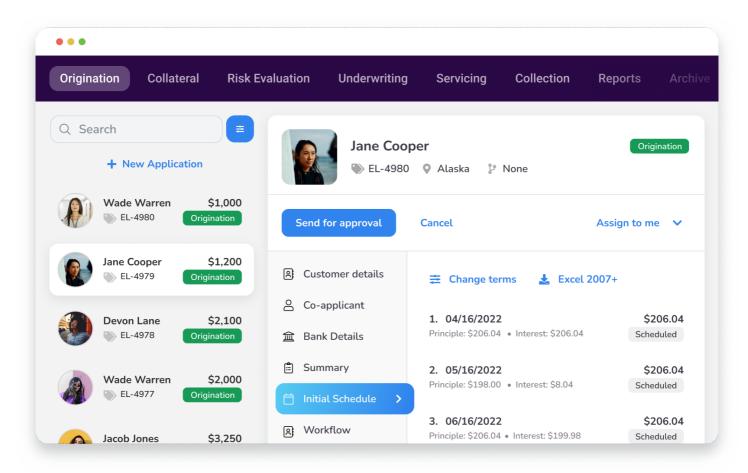
To compete with large-scale BNPL providers, you need to focus on the benefits you can provide and the risks you can alleviate.

Modern digital lending technology provides you with enough flexibility and preconfigured functionality to stay agile and offer your customers a better deal and a better experience.

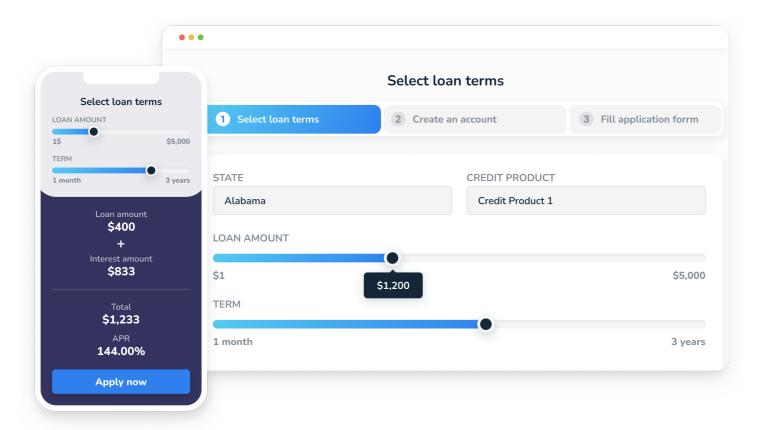
Automating and running a pay later program with a platform like TurnKey Pay Later is similar to introducing any other new SaaS platform to your staff. The TurnKey Lender team will set up the solution, onboard your team, conduct all the necessary performance, security, and technical tests to make sure the platform works now and long term.

In your admin back office it will look like a modern SaaS tailored to your business. It does most of the work on complete autopilot and has all the data you may need located right where you need it in your workplace.

The system covers checkout, application, underwriting and decisioning, disbursement, servicing, collection, reporting, payments, communications, and more. Mid-size business owners who started offering B2C pay later this way either required minimal team expansion or made do with the employees they already had in-house.



Some business owners worry that they won't measure up to the digital checkout and repayment experience 3rd party BNPL lenders offer. But with the current lending technology it's not a problem to maintain or even improve upon the industry standard. Most importantly, because you know your customers' needs better, you will now have the tools to address them.



To outperform big BNPL players, you need an intuitive and easy to configure platform that will make it easy for a consumer to choose an exciting pay later option at checkout and then pay for the product in installments without thinking about it twice. This level of expected simplicity requires a high level of automation and instant analysis of large volumes of borrower's personal, credit scoring, and payment data. Once the deal is closed, the client gets a dedicated client portal, and the application can be tracked and managed inside the admin panel.

There's a lot of polished technology making lending automation flexible and smooth, which we at TurnKey Lender are proud of doing.

PART III:

BUY NOW PAY LATER IN THE B2B SPACE – WHAT YOU NEED TO KNOW AND HOW TO GET STARTED

For the longest time, only B2C products services had easy-to-use buy now pay later programs. Of course, B2B providers still offered their clients pay later options in the form of trade credit. But it wasn't cheap or easy and very few could afford to run an in-house BNPL program given higher credit risks, management overhead, and overall operational effort.

But technology evolves and it's now easier than ever for B2B companies to implement and run an efficient and risk averse BNPL program without spending a fortune on a custom software solution.

What we'll cover in this section:

- The size and state of B2B BNPL business opportunity
- The business types and credit models for a B2B pay later program
- The benefits of offering B2B BNPL in-house
- 4 Implementation challenges and how to overcome them

Buy now pay later for B2B companies – current landscape

In 2021, \$84 trillion in B2B payments were processed. This figure is predicted to grow to more than \$100 trillion by 2025. And while the consumer finance space is swirling with pay later options, the B2B space lagged until very recently. Main reasons listed by business owners on the fence and implementing B2B pay later options are:

01

The company deals with large unstandardized, multistep deals. Evaluating creditworthiness takes too much time and effort and even then – the risks are too high

02

BNPL automation needs of a B2B company are a lot more complex than that of a B2C company. The cost of meaningful automation makes it hard to turn a profit on the pay later program

03

Reliance on highly customized home-made or outdated legacy software makes it hard to integrate with new solutions

All the above held true until recently when technology became more accessible and the technology-driven users climbed the corporate ranks, generating a new wave of B2B pay later requests. The size of the opportunity and the soaring demand made the advent of pay later to the B2B space inevitable.

So why did it take so long?

Well, it took lending technology some time to work out all the automation needs of the B2C BNPL space. And no wonder, because it's huge. Valued at \$90.69 billion in 2020, the B2C pay later market is projected to reach \$3.98 trillion by 2030. But now the BNPL technology has matured enough and gained extensive B2C experience, it's ready to automate the more sophisticated and complex B2B processes with the same level of efficiency.

For a point of reference, Statista shows that the global business payments market is \$125 trillion, while the global consumer payments market is only \$52 trillion. The proportion of B2C vs B2B BNPL markets is likely even more drastic.

In addition, according to The Federal Reserve Payments Study (2016), for B2B transactions, the average ACH debit transaction was \$31,118, and the average ACH credit transaction was \$9,349. And the average consumer debit card and credit card transactions were \$44 and \$57 in 2018, respectively, according to Federal Reserve Bank services.

But despite all the money in the B2B space, it historically required a full-fledged lending department to run a pay later program in-house. Business owners who didn't have excessive resources or the time to invest in it, defaulted to delegating B2B finance to banks.

Creating custom solutions to automate unique B2B BNPL projects was never a problem, as long as you had bottomless pockets. But the goal was to create a multipurpose, easy-to-implement and use pay later solution for B2B cases capable of handling a variety of business types and credit products.

Today, B2B BNPL automation is readily available and requires no previous lending expertise to run as part of your business.

Types of B2B pay later finance

Types of B2B pay later finance

Industrial and mechanical electronics

Commercial goods

Sporting goods

Automotive & parts

Construction machinery

Wholesalers & resellers

Vehicles finance

For most TurnKey Lender clients that come to us looking to offer B2B BNPL, it is quite simply a new iteration of trade finance or invoice factoring where the buyer needs to pay the full amount in 10-30 days. And BNPL we know from B2C looks like a simplified version of that arrangement. For example, you pay 25% down and owe the rest over three months or longer.

The B2B buyers are already familiar with pay later and expect to have payment options at checkout. So providing them with this option not only exceeds their expectations but helps you build better longer-lasting relationships. A commercial pay later option helps the buyers improve their cash flow and they are far more likely to keep coming back to you beyond the first sale.

A good example of a company that offers B2B credit in-house would be one of TurnKey Lender's clients, a large manufacturer of complex medical equipment that works with hospitals, clinics, and institutions all over the world.

As a business, they must make quick and correct decisions about the terms and conditions, approval or rejection of the pay later requests, collections and schedule management. Doing all background and firmographics research manually for such a company would be unscalable and would cost a fortune. With a custom configuration of TurnKey Lender's AI-powered platform to automate all steps of the B2B pay later process, this company's in-house program now runs smoothly on autopilot.

The forms B2B buy now pay later may take

B2B embedded credit may take other forms which aren't common for B2C. Some of the models to amend pay later with include:

- Commercial BNPL credit closer to traditional B2C pay later, this approach lets a buyer repay the seller in up to 12 installments. Usually, a down payment is required
- Merchant cash advances a form of business factoring, MCA is a lump sum that's exchanged for a fixed percentage of the borrower's future sales receipts, with daily payments made over periods, typically, of less than two years

- Invoice factoring invoice factoring, accounts receivable factoring, and
 accounts receivable financing. This form of lending means that you, as a credit
 provider, will take care of the sales ledger of the merchant and will be fully
 responsible for getting customers to pay the amounts stated in their invoices
- Lease-to-own a business uses equipment and pays off a lease similar to car dealerships.
- Partnership with a lender some of course choose to go to a third-party lender
 to finance their B2B sales and own the process. But this approach gives all the
 control over the decision process, approvals, and customer relations on
 another business which negates most of the benefits of BNPL for the business
 owner

The logic behind offering B2B BNPL in-house

There's plenty of reasons why BNPL is a must-have option when dealing with large deals. Businesses who consider implementing pay later options often do so because:

01

Buyers are looking for a low or no-interest short-term financing option and they are going to get it somewhere. This is where you can offer better terms than any bank, but still make some additional money in interest and fees

02

Everyone needs better cash flow. And even if you can pay the whole amount at once, a business owner prefers to keep as many resources for their needs as possible

03

A buyer wants to just deal with your business instead of going to a bank or an alternative lender for a parallel application and review process And don't forget the current reality we're in – the buyer's purchasing power decreased, businesses may have been forced to increase prices because of inflation and operational costs, and their own competition increased with global providers and expanding monopolies.

Giving commercial clients an affordable and accessible installment plan addresses these problems. A B2B pay later option lets you charge a fair price for your product while addressing your own and your client's cash flow challenges. According to data from Klarna, one of the biggest BNPL credit providers, implementing a pay later program in B2C space leads to:



41% increase in average order value



35% increase in conversion



45% higher purchase frequency than the average shopper

These percentages translate into a different magnitude of return on investment for B2B space.

Challenges of B2B buy now pay later automation and solving them

To achieve similar or better results, B2B pay later providers must solve a few challenges. Either themselves or by means of intelligent automation.

Commercial credit scoring and decisionmaking in B2B buy now pay later

This is the big one. Credit decisions for business loans have increased challenges because business data is a lot harder to interpret and analyze consistently which makes automation much more complex. Which means that the key to the B2B BNPL is in evaluating credit risk accurately, automatically, quickly, and at scale.

Unlike consumers, businesses do not have a widely accepted credit score. This makes information processing a much more demanding process since there are so many individuals and components within businesses. In other words, there's just too much data to consider.

But the data isn't the problem. Combining modern lending technology and your knowledge of your industry and your clients, you can use this data in Al-driven credit scoring and decisioning. The data that takes a bank weeks to analyze, is instantly collected, sorted and understood by a B2B lending platform that uses machine learning, deep neural networks, and big data to make the decisions for you.

At TurnKey Lender we have solved this challenge and offer preconfigured and custom scoring models, as well as personalized decisioning flows which allow you to keep your staff informed and assist automated credit decisions. No matter the complexity of the industry and data.

For 90% of the cases, the Decision Engine scoring is ready to tackle your underwriting and decisioning out of the box. For the remaining 10%, the team will analyze your customer base with you and help you configure the scoring model and decision rules to automate your particular case.

Decisions on the pay later requests are made automatically, and the client gets the result instantly. It is achieved with proprietary AI in the underwriting and scoring modules. The platform's self-learning machine learning algorithms and deep neural networks process and analyze data from bank statements, finance applications, and other relevant sources to give you ever better intel.

Automation of unique processes

Many businesses have already dipped their toes into the BNPL waters and tried to make do with Excel, paper, and the ultimate power - their staff's mind. Others are running outdated trade credit programs which indicate market ripeness for BNPL. They saw demand for pay later plans but these approaches don't scale and a using a lending platform intimidates them with assumed complexity.

But we're here to alleviate your worries. B2B credit has long been a cracked nut for lending software providers. The challenge was making a platform user-friendly and intuitive enough to automate business-to-business BNPL in a way that would allow for sufficient configuration flexibility.

TurnKey Lender platform lets you start from scratch or migrate your existing pay later infrastructure into the company's end-to-end automation platform, a powerful, slick, modern bank-grade system that is adjusted to your particular clientele and business logic.

Lack of lending expertise

When considering BNPL, B2B businesses are reluctant because they think offering digital credit is an entirely separate business they'd need to focus on and dedicate heavy resources to manage. Historically, this was true. Only a bank could afford to do all the underwriting, coordinating, loan servicing, collection and reporting.

But today, an end-to-end automation platform tailored to your business case, like TurnKey Lender, does all of that automatically, on your terms. You are in control of every aspect of the process but don't have to babysit it. It's a modern SaaS that you set up, teach the staff to do a few things, and it works as a native part of your process.

With TurnKey Lender's flexible credit scoring and robust automation, a business can own and run their own pay later program with minimal overhead (or even existing staff) and without too much of a lending expertise, because all the heavy lifting is done by the platform.

Conclusion

Valued at \$90.69 billion in 2020, the pay later market is projected to reach \$3.98 trillion by 2030. TurnKey Lender allows you to enter this space on your terms instead of delegating profits to a third-party lender. TurnKey Pay Later solution gets you on the same level of the digital BNPL experience provided by Affirm and PayPal but with a platform that is yours and tailored to you and your consumers.

Even fly now pay later is a thing now. We're in the middle of a huge credit market redistribution. The struggle is going on to see who will own the point-of-sale finance. Who will have the privilege to extend credit to a customer and allow them to pay for a product or a service in installments.

Why TurnKey Pay Later for BNPL automation

- Our tailor-fit lending infrastructure seamlessly integrates into your operations and provides clients with a quick, fully digital credit checkout experience
- Your control over the pay later process ensures higher returns, customer satisfaction, lifetime value and a streamlined digital customer experience
- With a 98.5% satisfaction rate, TurnKey Lender currently powers pay later programs for over 50 million consumer and business borrowers
- TurnKey Pay Later automates every part of launching, managing, and scaling a BNPL program across multiple products, countries, and business verticals
- This embedded lending platform is user-friendly enough for any business to use it to finance their clients
- Multi-language and multi-currency platform that is no-code and easily adaptable to meet every one of your requirements



Offers fastest time-to-value: if you need classic Pay Later capabilities, you can be up and running in as little as two weeks



TurnKey Pay Later natively integrates into the customer journey, enabling your customers to work with you from a functional portal. Also allowing your transactional data to be used in credit scoring to reduce your risks while enabling instant decisions

What you get

TurnKey Lender automates consumer and commercial client financing programs for B2C and B2B product and service providers including large-scale retailers, franchising providers, manufacturers of advanced labor equipment, telecoms, payment processors, airlines, and many other in 50+ countries.

TurnKey Pay Later lets you



Grow your revenue by making payment in instalment option a powerful and ever-green monetization tool



Capture a share of a booming embedded financing market at the beginning of the wide market adoption



Increase loyalty and long-term value of your clients and leverage your unique transaction data while making it work for you



Establish your role as one of the leaders of the ongoing shift in the marketplace



Grow your profits by charging fair prices over several installments while staying competitive

TurnKey Lender for BNPL

TurnKey Lender is a global B2B SaaS company that offers AI-powered lending automation and decision management solutions and services in 50+ countries and counting. From origination and underwriting, to servicing, collection, and reporting - the company's software can automate the entire lending process just as well as its specific parts. TurnKey Lender supports numerous credit products out of the box – both commercial and consumer – on the same flexible SaaS platform. Designed with the latest design best-practices in mind, TurnKey Lender exceeds regulatory requirements for data security, going above industry standards with SOC 1 and SOC 2 Type II compliance reports, the globally recognized PCI DSS and ISO 27001 certifications, and more.

TurnKey Pay Later provides end-to-end automation of the B2C and B2B pay later finance lifecycle and is the easiest to use and launch lending platform in existence. It digitizes application processing, vendor management, origination, risk scoring, payments collection, and reporting. The platform's bank-grade Al under the hood analyzes borrowers and makes correct loan decisions instantly.

The no-code modular platform supports both consumer (b2c) and commercial (b2b) lending, allowing for multinational and multicurrency operations. It's an endto-end solution that can be used to solve any kind of lending automation challenge, business logic, decisioning flows, and can bring to life any complexity of credit products in minutes.