

# THE CREDIT LINE REVIEW FORM

## UNDERSTANDING THE NEED & GETTING TO KNOW OUR CUSTOMER FREQUENTLY ASKED QUESTIONS

### **Why does Henry Schein request a Credit Line Review form (CLR) be completed and signed?**

The CLR is one of the primary tools available when extending credit to customers. Obtaining the CLR provides us with information needed to ensure we accurately establish customer accounts under the proper legal entity as well as identify the individual(s) with financial responsibility and authority to act on behalf of the account. Information supplied also gives us the opportunity to research a customer's credit background and bank information further aiding in establishing an appropriate line of credit and/or terms to facilitate sales. This is a customary practice in B2B and B2C industries.

### **Why do we request a customer's Social Security Number (SSN)?**

Due to limited credit reporting available on our customer's practices, a SSN is requested to gain a better understanding of a customer's credit history as well as to confirm their identity. A customer's credit report shows established credit accounts, dates established, account balances and payment history – all good indicators of what to expect as we review for extending a line of credit.

### **Does Henry Schein report the status of an account to a credit bureau?**

Henry Schein does not report active account status through a credit bureau.

### **When and why do we request audited financial information?**

Audited financial information is requested when a customer is looking to establish a credit line beyond what can typically be extended in simply reviewing a credit report or bank reference. This allows us to perform a more in-depth review of a customer's financial standing in relation to income and expenses over a fiscal year which cannot be seen by pulling a credit score or obtaining a bank reference. Balance sheets, income statements and statements of cash flow provide a detailed look at the customer's assets, liabilities, and profitability. This information allows us to offer the most appropriate credit line and terms.

### **What credit line can my customer get?**

The amount of credit extended is dependent upon the supporting information we receive. Reviews take several factors into consideration including financial information, customer's existing relationship with HSI and expectations for short and long-term account management. New accounts are generally provided an initial, temporary credit line of \$2,500, assuming a sales partner is actively working with the customer. Upon approval of the completed and signed CLR, with no adverse information resulting, the goal is to provide a minimum line of \$10,000; with a higher line dependent on extent and quality of information received. Consideration for credit lines may also be given to customers who receive financing through HSFS or through an approved commercial bank.

### **How long does the approval process take?**

Approval can be fast and easy. Customers simply need to submit a secure and confidential CLR form, which can be completed online by [CLICKING HERE](#). This allows us to accurately identify the customer's identity and, best of all, research their credit background and bank information with no impact on their credit score. In fewer than 2 business days, approved customers will have access to the credit they need, helping pave the way for Henry Schein to introduce practice growth solutions.