

This document sets out how we will deal with you in the provision of services for Credit Broking. **FUNDINGROUND Ltd** is authorised and regulated by the Financial Conduct Authority (FCA) and our Firm Reference Number is 718065. You may check this information, including our permitted activities, on the FCA's Register by visiting their [website](#). We are a member of the National Association of Commercial Finance Brokers (NACFB) and adopt a strict Code of Practice and Minimum Standards set by the Association. You can check our membership status by contacting the NACFB via their [website](#).

OUR SERVICES

As an independent broker, we will at all times act in your best interests, and source Finance Facility options from the market that are suitable to the requirements you disclose to us. When the preferred option has been agreed, we will provide you with information about the Facility and the Provider / Funder to ensure you understand your responsibilities and commitments, before proceeding. When we proceed, we will:

- Provide a quotation based on our funders' cost of funds. The funder has the right to change or decline these figures on receipt of the full proposal.
- Arrange finance with a funder for you once you have agreed the cost and funder's charges (or the basis of such costs if they cannot be determined in advance)
- Prepare and witness appropriate loan documentation which we do on behalf of the funder.

We recognise it is important for customers to be able to shop around for credit and alternative sources of credit. For this reason, some of the services that we provide are not regulated by the Financial Conduct Authority. You will be advised in advance of any such proposal or service.

TREATING YOU FAIRLY

We always aim to treat you fairly. This means that we will always endeavour to:

- Conduct our business with due skill, care and integrity;
- Never put us in a position where our primary duty to you is compromised;
- Deal with a complaint sympathetically & independently of the colleague to whom the complaint is directed;
- Be transparent in the matter of our fees;
- Respect your confidentiality.

You can see our full *Treating Customers Fairly Policy* on our [website](#). A copy of our *Conflicts of Interest Policy* is available on request.

YOUR RESPONSIBILITIES

In order for us to fulfil our responsibilities to you, you must:

- Provide true and accurate information to us and not withhold information from us.
- Read the documentation provided and query anything that is unclear /does not represent your requirements.
- Comply with the terms and conditions of any agreement we arrange for you.
- Notify us if you intend to appoint an additional or alternate Broker or intermediary prior to doing so.

OUR FEES

Often our fees are an introductory payment by the funder which we receive after the funding has been paid out. In cases where there is no introductory fee or only part payment from the funder, a broker fee is applicable. We will confirm in writing any additional broker fee due from you prior to processing your request. You are entitled at any time to request information regarding any payment which we may have received as a result of placing your finance with a funder. There may be instances when we are required to outline the existence and nature of any commission earned, which will be detailed in your quotation or broker letter.

THIRD PARTY REFERRALS

If you have been referred to **FUNDINGROUND** by a third party, then neither the third party, nor any individual or company associated with the third party accepts responsibility or liability for services provided to you by



FUNDINGROUND or its representatives. Any such referral by a third party places no obligation upon you to take up any services offered by **FUNDINGROUND** and you are free to seek alternative sources of finance if you so wish. **FUNDINGROUND** operates independently of the third party and any associated businesses.

DATA PROTECTION

When we provide services to you, we will need to gather information about your personal circumstances. We are registered under the Data Protection Regulations and abide by the requirements of the Regulations. The information we receive from you is used to provide quotations and arrange finance with a funder. You have the right to cancel your authority to use such information. Before or after you enter into any agreement with a funder, to help make credit decisions, the funder will make a credit search with a credit reference agency. If you are a company or partnership they will also make enquiries about the principle director(s) or partner(s) with a credit reference agency. Full details of the use and disclosure of your information by the funder is contained within the terms and conditions of any agreement which you should read before signing.

Subject to certain exceptions, you are entitled to have access to your personal and sensitive personal data held by us. You may be charged a fee (subject to the statutory maximum) for supplying you with such data. You can review our full *Privacy Policy* on our [website](#).

COMPLAINTS

Our aim is to provide you with a professional and confidential service that delivers the highest possible standards. However, there may be occasions where you feel this has not been achieved and, should you wish to make a complaint about any aspect of the service we provide, you can do this by contacting The Complaints Officer where we will try to resolve your concern at the earliest time possible. Please also refer to our *Complaints Procedure* on our [website](#). In the event that you remain unsatisfied, you may be entitled to refer any complaint against us to the Financial Ombudsman Service. We will give you full details of how to contact the service if needed.

MARKETING

We will keep in contact with you over the term of any financial arrangement agreed and beyond, and occasionally send you information of products and services we consider to be relevant to your business. Please confirm your consent and indicate your preferred method of contact:

Yes, please keep in touch and send me relevant information via: Email Telephone Post

No, don't send me relevant information

At no time do we pass your details onto other third parties not involved in your financial arrangement. If at any time you wish us, or any company associated with us, to cease processing your data or contacting you for marketing purposes, please contact The Data Protection Officer at the address below.

YOUR CONSENT

We intend to rely on this document for the services we provide to you and request that you provide your agreement to the Fees and Data Protection sections above. For your own benefit and protection, you should read these terms carefully before signing them. If you do not understand any point please ask for further information.

Signature _____ Name _____

Business Name _____ Position in the Business _____

Date _____

FUNDING ROUND Ltd can be contacted as follows:

Office 11, Navigation Business Centre, Millgate, Newark, NG24 4TS | 01636 557460 | info@fundinground.co.uk