

This document sets out the service we provide. **Please read, sign and return to acknowledge that you have read this document.** It is important that you understand the information offered. Please inform us if you would like us to explain any point further. **Please call Willows Finance if you have any questions on 01656 766158**

Whose Products will be Offered

We are a finance broker offering secured loans from a limited number of lenders.

Which Service will be Provided

We do not offer advice, only sufficient information about the loan to enable you to make an informed decision.

We do not offer advice on mortgage or re-mortgage options, whether you should repay or consolidate other debts, nor do we arrange insurance products. If you are uncertain that the loan offered is the best option for you and your circumstances, you should seek independent advice.

The Cost of our Services

When your loan completes a broker fee will be charged and added to your loan advance. This is incorporated within the monthly repayment and interest rate charged on it as well as on the advance. Our fees or charges are paid directly to us by the lender and there is nothing for you to pay up front. Where you were introduced to us by a third party, we may pay a commission to that third party, but this won't cost you anything extra.

The amount of our broker fee will be detailed in the Credit Agreement, which will be sent to you before you have to make a decision on whether to proceed.

The amount of our broker fee to be added to your loan is £

We may also receive a commission from the lender for introducing you to it and for the costs of processing your application on its behalf. Any commission is paid directly to us by the lender and does not alter the terms of your Credit Agreement.

The Loan Offer

Your loan offer will be set out in your Credit Agreement and is based on you providing accurate information. Changes to any of the information provided, including the valuation report, could alter the loan offer.

Your secured loan interest rate could be variable, which means your monthly payment could rise and fall during the term of your loan. This will impact your monthly repayment and the total amount repayable on your loan. Alternatively, your secured loan interest rate could be fixed for a set period, which means your monthly payment would remain fixed during the early part of your loan, irrespective of rates elsewhere. The detail and type of your particular loan and the circumstances in which rates could change are contained in the terms and Conditions in the Credit Agreement.

Cancellation Rights

If cancellation rights are available to you, these will be explained in your Credit Agreement.

Arrears/Missing Payments/Early Settlement

It is important to maintain repayments on your secured loan, on time and in full. The consequences of missing payments or underpaying can include default charges and, in extreme circumstances, repossession of your property. This can also affect your credit rating and your ability to obtain credit in the future.

You may be able to make overpayments or repay your loan early. If this is the case, the details of how to do so and of any applicable charges will be detailed in your Credit Agreement. Please note that we are not covered by the Financial Services Compensation Scheme, which means you are not entitled to compensation from the scheme if we cannot meet our obligations.

Risk Warnings

You may be using your loan to pay off other debts, including unsecured credit. The repayments on your new loan may be lower than the combined monthly repayments on your other debts, but over a longer term you could end up paying more interest overall. Think carefully before securing a loan against your home. **Your home may be at risk if you do not keep up repayments on a loan secured on it.**

You will still have to pay your loan if you lose your job or if illness prevents you working. You should consider the affordability of your loan if your income falls and protecting yourself against unforeseen circumstances.

Use of Your Information

We use your information in order to provide you with a quote and to process your secured loan application. This information may be shared with other third parties, including the lender and credit reference agencies, as is necessary in order to provide you with our service and to meet our regulatory requirements. This may include making fraud and identity checks, undertaking a credit search that will appear on your credit record (and that of your joint applicant, if applicable) and obtaining necessary information from third parties such as your first mortgage provider.

We want to make sure your personal information is accurate and up to date, so please tell us if anything about you or your circumstances change. You have the right to access the data we hold about you for a fee of £10. You may also ask us to correct or remove information you think is inaccurate.

Full details of how we and the lender may use your information can be found on our website www.willowsfinance.co.uk

Complaints

We want to provide you with the best service possible, but understand that sometimes things go wrong. If you wish to register a complaint, please contact us:

...in writing The Complaints Officer, Willows Finance, Brocastle, Bridgend, CF35 5AS
...by phone 01656 766158.

Next Steps

After you have made your application and we have successfully processed your information you will receive a Credit Agreement. You should consider its terms and implications before making a decision. If you wish to proceed, you should then sign and return it, together with any supporting documents requested.

Clients' Consent

This is our standard Client Agreement upon which we intend to rely. 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.

We reserve the right to amend these terms at our discretion where changes in regulation or law necessitate by giving you notice in writing. You will be given the option to accept our new terms or to terminate our authority.

I/We understand and consent to the terms of this Client Agreement, including payment of fees and commission. I/We also authorise the use of my/our information as described above.

Please tick this box if you do not wish us or any company associated with us to contact you for marketing purposes by e-mail, telephone, post or SMS.

Client Name(s)

Client signature(s)

Date / / / /

Signed for and on behalf of Willows Finance Limited

Director Signature

Date / /