

This Terms of Business Letter sets out the terms and conditions under which we conduct our business

### **Regulation**

Latitude Leasing Ltd is authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 842912. We are permitted to act as a Credit Broker and hirer. You may check this information on the FCA's Register by visiting [www.fca.org.uk/register](http://www.fca.org.uk/register)

### **Our Services**

Asset and Vehicle Finance

#### *Asset Finance*

We act as both a credit broker and lender when arranging finance for business equipment. We determine how to best facilitate your needs by discussing with you the options available and selecting the most appropriate funding method for your business.

#### *Vehicle Finance*

We are a credit broker and not a lender. We are not linked to any of our lending panel members. We recognise it is important for customers to be able to shop around for credit and alternative sources of credit and encourage you to do so.

As part of our service, we will assist you by arranging finance with a funder for you after you have agreed the cost and funders charges (or the basis of such costs if they cannot be determined in advance) The existence and nature of commission arrangements where the commission varies depending on the lender, product or other permissible factors will always be disclosed.

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.

### **Quotations**

We will quote figures based on our funders cost of funds. We and our funders have the right to change or decline these quotes on receipt of the full proposal and will notify you of any changes at the earliest opportunity.

### **Our Remuneration**

If acting as a broker, our remuneration is an introductory payment payable by the funder. We do not take credit for payments due until the funding has been paid out. 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. The existence and nature of commission arrangements where the commission varies depending on the lender, product or other permissible factors will always be disclosed upon request.

### Treating you Fairly

Latitude Leasing will always aim to treat all our customers fairly and achieve the best outcome for you and your business. We will always:

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

### Complaints

If you wish to register a complaint, please contact Peter Nolan, Operations Director in writing at 2.04 Flint Glass Works, 64 Jersey Street, Manchester, M4 6JX or via email at [peter.nolan@latitudeleasing.co.uk](mailto:peter.nolan@latitudeleasing.co.uk). Our internal complaints procedure is available on request.

### Your Responsibilities

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

- Read the documentation we give you and let us know if there is anything that is unclear or that does not represent your requirements
- Comply with the terms and conditions of any agreement we arrange for you

### Data Protection and Confidentiality

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.

All customers' records are treated as private and confidential and a copy of our Data Protection Policy and Privacy policy are available upon request.