

Initial Disclosure Document

It is a legal requirement that Latitude Leasing makes clear to you that when we act as a broker to facilitate a credit agreement, we will earn commission from the lender.

In some instances, we act as a funder to facilitate business, but also have relationships with a limited number of other funders.

As a broker, Latitude Leasing can introduce you to one of those funders but we are not impartial and cannot provide independent advice to you as to the suitability of any finance which may be provided by those funders.

The commission will be calculated based on nature of the equipment, the sector and the size of deal, all in line with guidance from the funder.

Once a deal has been underwritten and accepted, we will be able to confirm exactly how much commission will be claimed, and you will be provided with a form containing this information. You must sign this before or alongside the finance agreement. No deals will be processed until this is signed

Please ensure that you have considered what alternative finance options are available.

If you have been introduced to us by a supplier

If you have been introduced to us by an equipment supplier, they are acting as a credit broker too and may receive a commission from us for the introduction.

If they do, it will be calculated as a percentage of the advance and deducted from our commission. It will not affect your monthly payment.

As an introducing supplier, they have the same access as Latitude Leasing to funders are not impartial and cannot provide independent advice to you as to the suitability of any finance which may be provided by those funders.

What will you have to pay us for our services?

Asset Finance

- Whether acting as a broker or lender, there will be a documentation fee taken alongside the first payment you make when an agreement is activated. This will be between £150 + VAT and £250 + VAT depending on the funder
- There is an annual service charge of £35 + VAT on each finance agreement
- Full details will be confirmed before the agreement is activated

Initial Disclosure Document

Vehicle Leasing

- Acting as a broker, we will receive commission the finance provider.
- We will charge a documentation fee of £234 (£195 +VAT). This is taken at point of order and can be settled via bank transfer or card payment.
- We may charge a cancellation fee as set out in our T&C's, up to the value of £600 (£500+VAT) for services already provided. This would be invoiced at point of cancellation and payable via bank transfer or card payments

Who regulates us?

Latitude Leasing is authorised and regulated by the Financial Conduct Authority FRN 842912.

What products do we offer?

We offer a number of finance products from a selected panel of lenders as well as our own funds. You can find a list of the products that we offer on our website at [Latitude Leasing | Balanced Business Finance](#). In some instances, Latitude Leasing acts as a broker, in some instances we act as a lender.

We are a credit broker of vehicle leasing, not a funder or lender.

Complaints

Here at Latitude we always aim to provide the best possible service to our clients, but we accept that on occasion there may be something that doesn't fully meet your expectations. To ensure that you have a clear method of raising any concerns or complaints with us, we have provided our complaints procedure which will help us to deal with your feedback as quickly as possible to bring about a successful conclusion.

Who to contact if you are dissatisfied with us?

In the event we fall short of your expectations, please contact peter.nolan@latitudeleasing.co.uk in the first instance. By putting your complaint in writing, we commit to providing an initial response within seven business days from receipt of your complaint. You can also send a postal complaint to:

Complaints Dept
Latitude Leasing Ltd
2.04 Flint Glass Works
64 Jersey Street
Manchester
M4 6JW

You are also able to raise your complaint by calling 0161 974 7831 and requesting that you are put through to Peter Nolan who will handle your complaint directly.

Initial Disclosure Document

On receiving your complaint, we will do the following:

- Consider the content of your complaint
- Gather any evidence required to support your comments
- Present it to the Directors who will assess your complaint and make a judgement
- Respond to you within seven business days with a full breakdown of your complaint and our initial findings
- When a complaint is resolved, we will issue you with a summary in writing. A resolution will be brought about within eight weeks from the date of your complaint

If you remain unsatisfied either with the outcome of the complaint or the time it has taken to provide you with a response, or if eight weeks have passed between the date of your complaint and a response is yet to be received, you can contact the Financial Ombudsman Service. You **must** contact the Financial Ombudsman Service within six months of your original complaint. You can contact them by using any of the details below:

- Online: www.financial-ombudsman.org.uk
- Telephone: 0800 023 4567 or 0300 123 9123
- Email: complaint.info@financial-ombudsman.org.uk
- Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Questions

If you have any questions at all about the services that we provide please don't hesitate to get in touch with one of the team either by phone on 0161 974 7831, by email at info@latitudeleasing.co.uk or by post:

Latitude Leasing Ltd
Flint Glass Works
64 Jersey Street
Manchester
M4 6JW