

## **Introduction**

We want to help you to find a suitable finance product that meets your needs. This Information Sheet explains everything we believe you should know before you decide to place your business with us.

The services and facilities discussed today are provided by Midlands Asset Finance Limited. Midlands Asset Finance Limited is authorised and regulated by the Financial Conduct Authority (FRN 734580) and also trades under the names of MAF Finance Group, MAF Leasing and Asset Finance Compared. We are a credit broker and not a lender.

You can check this information on the FCA's register by visiting <https://register.fca.org.uk/s/>

Some of the services we provide are not regulated by the FCA and you will be advised in advance of any such service.

## **Our role**

We arrange leasing, hire and finance products provided by an extensive panel of funders to give our customers a wide choice of financial solutions. We are not linked to any of our lending panel members and a list of our lenders can be provided upon request.

We do not give advice or recommend products. After having discussed your needs and circumstances and explained the key features and benefits of the products available, we will provide you with personalised quotes for the product you have chosen. All rates quoted are subject to movements in our funder's cost of funds to the point of funding and are also subject to credit approval and agreed terms and conditions. The funder has the right to change or decline these quotes on receipt of the full proposal.

We also recognise that it is important for you to be able to explore alternative sources of credit.

Once a suitable facility has been agreed, we will present the lender's agreement to you to sign. We will discuss this with you, explain the terms of the agreement to you and give you time to ask any questions.

## **Our remuneration**

In most cases we do not charge you directly for helping you arrange your finance facility. We are remunerated by way of an introductory payment payable by the funder. The nature of this payment and the effect on the interest rate you might pay will vary from funder to funder and is dependent upon a number of factors including (but not exclusive to) asset type, product chosen and customer circumstances and credit status.

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. This information will be available from your Relationship Manager within 48 hours of your funding being approved and you can request it by emailing or telephoning your Relationship Manager directly or by emailing [operations@maffinancegroup.co.uk](mailto:operations@maffinancegroup.co.uk). You can also write to Midlands Asset Finance Ltd, 22-24 Maisies Way, The Village, South Normanton, Derbyshire, DE55 2DS.

### **Consumer Duty and treating you fairly**

We always aim to treat you fairly and act to deliver good outcomes for our customers. This means that we will always:

- Enable and support you to pursue your financial objectives
- Act in good faith towards you and conduct our business with due skill, care and integrity
- Act to avoid foreseeable harm to you
- 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

### **Privacy policy**

We pay a data protection fee to the ICO under the Data Protection Regulations and abide by the requirements of the regulations. Our ICO reference number is ZA177963. We will use the contact information you provide to us to obtain quotations and arrange finance with lenders. Our notice will be provided together with this document and our full privacy policy can be viewed on our website [www.maffinancegroup.co.uk](http://www.maffinancegroup.co.uk).

In order to obtain a credit approval we may approach multiple funders on your behalf. Before 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. Each search will leave a footprint on your credit file and may affect your ability to obtain future credit.

Each funder we use has their own privacy policy that explains how your data will be processed and shared. 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.

You do not have to provide any information against your will, but this may affect your ability to obtain finance.

## **Complaints**

If you have a complaint about our service, please contact us on Tel: 01159 586872, write to us at the address below, via our website [www.maffinancegroup.co.uk](http://www.maffinancegroup.co.uk) or you can email any complaint direct to our Complaints Officer, Kerry Betts, [kerrybetts@maffinancegroup.co.uk](mailto:kerrybetts@maffinancegroup.co.uk).

We will acknowledge your complaint and deal with it quickly for you and in line with our Complaints Policy which is available at [www.maffinancegroup.co.uk](http://www.maffinancegroup.co.uk)

You may be entitled to refer a complaint against us to the Financial Ombudsman Service if you are not satisfied with our response.

The contact details are as follows:

**The Financial Ombudsman Service, Exchange Tower, London E14 9SR**

**Website – <http://www.financial-ombudsman.org.uk/>**

**E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

**Tel: 0800 023 4 567**