

## INITIAL DISCLOSURE DOCUMENT

**This terms of business letter sets out the terms and conditions under which we conduct our business:**

### **Regulation**

Charles & Dean Finance is a trading name of Charles & Dean Ltd who are an independent finance brokerage with a selected panel of lenders. We are authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 653592. We are permitted to act as a Credit Broker. You may check this information on the FCA's Register by visiting: [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting them on 0845 606 1234. Charles and Dean Ltd is a credit broker and not a lender and operates with a panel of lenders from whom we are paid a varying commission, based on either fixed or rate to risk models.

### **Our Services**

We offer our services to you which include:

- 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)
- preparing and witnessing appropriate loan documentation on behalf of the funder. 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. 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. The funder has the right to change or decline these quotes on receipt of the full proposal. A lender may conduct a soft credit check and a hard credit check, prior to completion of the finance application. Further details will be available from the chosen lenders Privacy Notice or Terms and Conditions.

### **Our Remuneration**

We do not charge you a fee for our service. 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. We do not take credit for payments due until the funding has been paid out. Once the most appropriate funder for your needs has been selected from our panel, the exact amount of commission we receive will be disclosed to you in good time, and before you enter into the finance agreement. If you were referred to us by an Appointed Representative, an Introducer Appointed Representative, or a Supplier with whom we hold a commercial relationship, we will also pay them a commission.

### **Conflicts of Interest**

If through exceptional circumstances Charles & Dean Ltd or any of its Directors or other customers has a material interest in business you ask to be transacted for you, we will make you aware of the conflict of interest and we will obtain your consent before your instructions are carried out. A copy of our Conflicts of Interest Policy is available on request.

### 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 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 Simon Grace, Director in writing at Charles & Dean, 2 The Granary, Copthill Farm Enterprises, Deeping Road, Uffington, Stamford, Lincolnshire, PE9 4TD or by telephone on 01780 763836. Our internal complaints procedure is available on request and via our website [www.charlesanddean.com](http://www.charlesanddean.com). You may be entitled to refer any complaint against us to the Financial Ombudsman Service. The Ombudsman is a free and impartial service for resolving disputes between consumers and financial services institutions and their contact details are set out below:

- By telephone: 0800 023 4 567 or 0300 123 9 123
- By email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- By post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### 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 principal 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 that you should read before signing. All customers' records are treated as private and confidential and Charles & Dean Ltd therefore reserves the right to give you copies of your particular records rather than allow access to files containing records concerning other clients. If you want sight of your records please send a request to Simon Grace, Director, Charles & Dean, 2 The Granary, Copthill Farm Enterprises, Deeping Road, Uffington, Stamford, Lincolnshire, PE9 4TD. We are required to verify your identity in accordance with the Proceeds of Crime Act 2002 (POCA) and the applicable Money Laundering Regulations.

 2 The Granary, Copthill Farm Enterprises, Deeping Road, Uffington, Stamford, PE9 4TD

 70 Gracechurch Street, London, EC3V 0HR

 Stamford: 01780 763836

 London: 020 3869 4600