Terms of Business Letter

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

Regulation

Tower Leasing Limited is authorised and regulated by the Financial Conduct Authority (FCA) and is permitted to act as both a lender and a credit broker. Our FCA firm reference number is (FRN 6679455)

You may check this information on the FCA's Register by visiting www.fca.org.uk/register or by contacting them on 0800 111 6768 (Freephone) or 0300 500 8082 from the UK, or +44 207 066 1000 from abroad. Not all product types offered by Shire are regulated by the FCA.

We are a member of the National Association of Commercial Finance Brokers ("NACFB"). We adopt the Code and Minimum Standards set by the NACFB. You can check Our membership status by contacting the NACFB at the following link. https://www.nacfb.org/

Our Services

We offer our services to you which include:

- Finance solutions to business customers subject to status, eligibility and credit criteria. We want to help you find suitable funding that meets your business's needs.
- We are both credit brokers and lender. We are not financial advisors.
- We arrange 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 and will give no advice or recommendation. You must decide whether the finance products is right for you.
- We encourage you to ask us at any stage anything that is unclear and obtain independent legal advice if you still do not fully understand the credit arrangements.
- Please note unless we are satisfied you fully understand the terms and conditions of the finance you are applying for, we will be unable to make the introduction to the finance company, this is for your protection and ours.
- We recognise it is important for customers to be able to shop around for credit and alternative sources of credit.

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.

Our Remuneration

Our remuneration may include an introductory payment payable by a funder, which may vary between funders. We do not take credit for payments due until the funding has been paid out.

Where you have been referred to us by a third party, we may pay that party an introductory payment. In addition, an introducer, broker or dealer may be eligible to receive a volume-related bonus, the amount of which may not be known at the time you enter into your agreement with us. Any such payment made by Tower does not increase the amounts payable by you under your agreement with us.

Further details of the commission model, calculation and amount will be disclosed to you throughout your

customer journey. You are entitled, at any time, to request information regarding the amount or, where the precise amount is not known, the likely amount of any commission, fee or other remuneration payable in connection with arranging your finance.

Conflicts of Interest

If through exceptional circumstances Tower Leasing Limited 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

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 pay a data protection fee to the ICO 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 which you should read before signing.

All customers' records are treated as private and confidential, and Tower Leasing Limited 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 Data Protection Officer, Tower Leasing Limited, The Columbia Centre, 2nd Floor, Station Road, Bracknell, Berks, RG12 1LP

We are required to verify your identity in accordance with the Proceeds of Crime Act 2002 (POCA) and the Money Laundering Regulations 2007.

What to do if you are not satisfied with our service

If you wish to register a complaint, please contact our Customer Service Team in writing at Tower Leasing Limited, The Columbia Centre , 2nd Floor, Station Road, Bracknell, Berks, RG12 1LP or by telephone on 01753 837050 or by email at customerservice@towerleasing.co.uk Our internal complaints procedure is available on request.

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 Tel: 0800 023 4567

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

E-mail: complaint.info@financial-ombudsman.org.uk