

MELLOR FINANCE LIMITED – Terms of business

<p>This Terms of Business Letter sets out the terms and conditions under which we conduct our business.</p>
<p>Regulation: We are a Company regulated by the Financial Conduct Authority. We are permitted to act as a Principal Lender.</p> <p>You may check this information on the FCA's Register by visiting www.fca.org.uk/register or by contacting them on 0845 606 1234.</p>
<p>Our Services: We offer our services to you which include:</p> <ul style="list-style-type: none">• providing finance for you after you have agreed the cost• preparing appropriate lease documentation for your signature <p>We recognise it is important for customers to be able to shop around for credit and alternative sources of credit.</p>
<p>Our Products: Our products include but are not exclusive to; Lease finance – hire agreement, minimum term lease, Commercial loans - loans.</p> <p>For all minimum term lease documents please ensure you terminate direct with Mellor Finance Ltd 3 months prior to the end of the contract, should you wish to terminate, or we may continue taking rentals as you are still using our equipment.</p>
<p>Conflicts of interest: If through exceptional circumstances Mellor Finance Ltd or its Director 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.</p>
<p>Treating you fairly: We always aim to treat you fairly. This means that we will always endeavour to:</p> <ul style="list-style-type: none">• 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• respect your confidentiality
<p>Complaints: If you wish to register a complaint please contact Carol Seery in writing at Mellor Finance Ltd., Bridge House, Newbridge Lane, Stockport, Cheshire, SK1 2NA. Our internal complaints procedure is available on request.</p> <p>If your turnover is less than £1,000,000 you may be entitled to refer any complaint against us to the Financial Ombudsman Service. We will give you full details of how to contact the service at the appropriate time.</p>
<p>Your responsibilities: In order for us to fulfil our responsibilities to you, you must:</p> <ul style="list-style-type: none">• 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 put into place for you.
<p>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 finance. You have the right to cancel your authority to use such information. Before or after you enter into any agreement with us, to help make credit decisions, we will make a credit search with a credit reference agency. If you are a company or partnership we 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 us is contained within the terms and conditions of any agreement which you should read before signing.</p> <p>All customers' records are treated as private and confidential and Mellor Finance 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 Mark Johnson, Director at Mellor Finance Ltd., Bridge House, Newbridge Lane, Stockport, Cheshire, SK1 2NA.</p> <p>We are required to verify your identity in accordance with the Proceeds of Crime Act 2002 (POCA) and the Money Laundering Regulations 2007.</p>