
CONFIDENCE THROUGH COMMITMENT

OUR CHARTER FOR INVOICE FINANCE CLIENTS AND PROSPECTS

Lloyds TSB Commercial Finance is already supporting over 9,000* clients, from start up to multinational, demonstrating our real commitment to the UK Business community.

We believe that our products and services, and our staff, are amongst the best in our industry, and our aim is to provide excellent client service at all times - we believe in treating our clients fairly in all our dealings with them.

For this reason we offer all our clients, and prospective clients, with facilities linked to business invoices.

I hope this charter gives you the confidence that we really care about our relationship with you, and that we will seek to be open, honest and fair with you at all times.



IAN LARKIN
Managing Director
Lloyds TSB Commercial Finance

OUR CHARTER PLEDGES

BEFORE YOU BECOME A CLIENT

Our Decision Pledge

Businesses with turnover up to £15m

We will give you a clear and straightforward indicative decision on our offer (ie accept, accept subject to more information, or decline) within 48 hours of our first meeting with you, so you know where you stand quickly.

Businesses with turnover over £15m

We will give you a clear and straightforward indicative decision on our offer (ie accept, accept subject to more information, or decline) as soon as is practicable, so you know where you stand. We will give you clear reasons for any request for more information, or for a decline decision.

Our Price Pledge

We will price match any competitive offer you may hold, subject to our normal credit criteria.

Our Transparency Pledge

We will make you a totally transparent offer, detailing all fees and charges, and operating conditions, before you sign your agreement to use our facilities - so you do not get any last minute surprises.

Our Fees and Charges Pledge

We will hold our opening fees and charges for a minimum of 6 months from commencement of our facility with you, subject to no breaches of our operating conditions, and no change to Bank Base rates during that period.

WHEN YOU BECOME A CLIENT

Our Service Pledge

If, at the end of the initial six months, you are dissatisfied with our service and wish to terminate your relationship with us, you may reclaim a refund of the service fee you have paid during that period. All we ask of you is the opportunity to resolve any concerns that may occur during this time.

Our Facility Support Pledge

Your day to day contact will be your first port of call for any general facility queries you may have on the running of your account with us, and they can be contacted at any time from 8.45am to 5.15pm on weekdays.

Our Systems Support Pledge

For general technical systems queries you can contact our dedicated Helpdesk, which is available from 8.00am to 6.00pm on weekdays.

Our Client Manager Pledge

Working together in business is about teamwork, and our Client Manager should be considered as part of your business team. If for any reason it does not feel right, we will happily change your Client Manager.

Our Termination Pledge

You will incur no termination fees if you choose to close your facility with us at any time, unless a fixed termination period has been agreed and documented by both parties at the outset of our agreement. All we ask is that you give us 28 days notice of your intention to terminate, and that all outstanding balances are cleared by the termination date. This will ensure we can transfer your facility within 24 hours of the agreed termination date.

Our Operating Pledge

We will pay the cost of all transmission charges if we fail to make a payment to you as instructed on the same working day, whether due to our error or banking system breakdown. If our systems fail at any time, and this affects the transmission of your invoices to us, please contact us to arrange alternative instructions in order to minimise the impact on your cashflow.

Our Complaints Pledge

Our aim is to offer great products and excellent service, but we know sometimes things can go wrong. If you feel a need to complain, we make you a promise: We will do our very best to resolve it immediately. But where we can't sort things out to your satisfaction straight away, we will make sure you have the name and contact details of the person or team dealing with your complaint.



TERMS & CONDITIONS

The Charter covers all client facilities that are linked to business invoices. It does not extend to facilities linked to stock, plant & machinery, and property, or for cashflow loans.

Decision Pledge

We will give our decision, and our reasons where applicable, following our first face to face meeting with you, and based on the information you have provided to us prior to, or at, that meeting.

Price Pledge

We will need to see documentary evidence of the competitive offer, and our normal credit and underwriting terms will apply when deciding to price match that offer.

Transparency Pledge

Our formal offer letter/legal contract to you will specify all fees and charges and the relevant operating conditions which will apply to the facility being offered to you.

Fees and Charges Pledge

We will not increase any of our fees and charges at any time during the first 6 months of our relationship with you, following the take on of your invoice ledger. After that period we will only change your fees or charges, following formal notice to you before the change takes place.

Service Pledge

Should the service of Lloyds TSB Commercial Finance (LTSBCF) not meet your expectations, as detailed in our agreements, you may claim a refund of the Service Fee that you have paid in the first six months of our relationship.

The following conditions apply to the Service Pledge:

- During the first 6 months of your Agreement, LTSBCF will take all

appropriate steps to rectify any complaints submitted in writing to your Client Manager.

- If our remedial actions do not rectify the situation, LTSBCF will refund in full the service fee already paid by you during the first 6 month period.
- Any refund will be paid at the end of the first 6 months period.
- LTSBCF will not refund any service fee if you have broken any of the Operating Conditions in your Agreement.
- **For CashFriday clients only, please note Discount and Debtor Protection fees are excluded from this pledge.**
- If the conditions of this pledge are different from those in your Agreement the conditions in this Charter shall apply.

Facility Support Pledge

You will have the Direct Dial office phone no of your day to day contact, and the contact no of their Support Team, to ensure you have someone to speak to either immediately or within one hour of your initial enquiry.

Systems Support Pledge

Our Helpdesk operates a normal service standard of answering your call within 5 rings - at peak enquiry times [9.00 to 10.00am and 2.00 to 3.00pm weekdays] this is extended to 10 rings

Client Manager Pledge

We will replace your Client Manager with a substitute Client Manager in the case of any relationship breakdown related to personalities, at your request. This change will be implemented within 28 days of your request being submitted. Should the breakdown be related to operating policies being applied by us, then the issue will initially be addressed via our Client Manager's line manager.

Termination Pledge

You will incur no termination fees if you choose to close your facility with us. The following conditions apply to the Termination Pledge:

- The pledge covers all situations where you choose to switch to another factor/discounter, to your bank, or to your own cash management arrangements.
- Should your business cease to trade or enter into any insolvency then our normal contractual termination arrangements will apply.
- Should we wish to terminate our facilities with you, our normal contractual notice period will apply, except in a situation of contract breach This is to allow you time to make suitable alternative arrangements.

Operating Pledge

Conditions on payment of transmission charges

We ask that you raise any payment failures with your Client Manager as soon as reasonably possible.

Conditions in respect of systems failure

We ask that you accept any reasonable alternative instructions that do not significantly impact on your business.

Complaints Pledge

We ask that you follow the procedures detailed in our complaints leaflet, raising concerns with your Client Manager as the first step.

The provision of credit or leasing services by us is subject to your meeting our Credit approval. Please ensure that you only apply for credit or leasing services that you can comfortably afford.

Please contact us if you'd like this in large print.

WWW.LTSBCF.CO.UK

Please remember we cannot guarantee security of messages sent by email.

Factoring, Invoice Discounting, Supplier Finance, Hire Purchase and Leasing facilities are provided by Lloyds TSB Commercial Finance. Asset Based Lending comprises of a range of products and services offered by Lloyds TSB Commercial Finance. Back Office and Payroll Finance is provided by CashFriday, a trading name of Lloyds TSB Commercial Finance Limited. When using these products and services your agreement will be with a Lloyds Banking Group company whose terms and conditions will apply.

Lloyds TSB Commercial Finance is a trading name of Lloyds TSB Commercial Finance Limited. Lloyds TSB Commercial Finance Ltd, Registered Office: No.1. Brookhill Way, Banbury OX16 3EL. Registered in England and Wales No. 733011.

Lloyds TSB Commercial Finance Scotland is a trading name of Lloyds TSB Commercial Finance Scotland Limited. Lloyds TSB Commercial Finance Scotland Limited, Registered Office: 110 St. Vincent Street, Glasgow G2 5ER. Registered in Scotland No. 93252.

Part of the Lloyds Banking Group.

We aim to provide the highest level of customer service possible. However if you experience a problem we will always seek to resolve this as quickly and efficiently as possible. Please contact us for full details of our Complaints Procedure.