

Borrower Information Guide



The
Finance Industry
Standards Association



A Professional Approach to Lending

The members of the Finance Industry Standards Association want you to receive a professional service of the highest standard and have published this booklet to help you. Please read it carefully.

Since being formed in 1988 the Association has, through its members, worked to promote and enforce standards in the finance industry. Its members support fairness and openness in the market place. They want you to receive accurate and detailed information to enable you to make informed decisions and borrow with confidence.

The Association publishes Codes of Practice and monitors compliance with them. These codes impose standards which exceed those required by law. The FISA logo is a sign that the trader agrees to follow the Association's Codes of Practice. A copy of the Codes is available on request.

John Parker
(Chief Executive)

Many of us use credit to balance our income and expenditure from year to year. These credit or loan facilities take many forms. They include credit cards, store cards, hire purchase, bank loans, mortgages, etc. Whilst some of the loan facilities are products of the latter part of the 20th century, the basic principle of balancing income and expenditure is still just as important as it always has been.

Despite the efforts of the finance industry to use plain English on loan agreements and other documents you may still not be familiar with some of the language used. It is important that you familiarise yourself with the terminology. Be aware of your rights and responsibilities when obtaining credit. If you have any doubt as to the meaning of any contract or clause you should always get independent advice.

This booklet is designed specifically to give information to those applying to a credit broker for a secured loan and will answer many of the most frequently asked questions. However it is not possible to cover everything in a single booklet. If you have any questions regarding a proposed or existing loan agreement

FISA *Members*
help people
meet the
financial
challenges of
everyday life.

you should always get further advice. The Association has taken every effort to be accurate, but interpretation of existing legislation in this booklet is for guidance purposes only.

If you do not understand any term or condition contained in any loan document you should get independent advice.

Borrowing money is a serious matter and should not be undertaken without proper consideration. It might be difficult, particularly in these days of “instant” credit, store cards, and credit cards, but you should always think carefully before you borrow. Ask yourself “Can I really afford this item – or this loan?”

Included in this booklet are the details of a number of advisory bodies together with a short description of the type of advice they each provide (see page 27).

This booklet also tells you how your data will be used



(see Data Protection on pages 18 to 26).

***Please read this booklet carefully.
It is designed to help you.
Keep it safe for future reference.***

Types of Loan

Your credit broker may be able to offer you either an unsecured loan or secured loan, depending on your needs and circumstances.

What is an Unsecured Loan?

An unsecured loan is a loan under which the lender has no rights over any property owned by you. The lender relies only on your obligation to pay. Where a lender has no security and relies only on your obligation to pay it may charge more for the loan than it will for a comparable loan for which you provide security. A lender offering unsecured loans will often require them to be repaid over shorter periods than it would permit a secured loan to be repaid over.

What is a Secured Loan?

In simple terms a “secured” loan gives security to the lender, not to you, the borrower. It is any loan which requires the borrower to provide the lender with some form of security other than just a promise to pay. The “security” might be any number of things including: the deposit of goods; for example, in a pawnbroker or “cash release” shop; the taking of ownership of goods (as in a hire purchase agreement); or the provision of a mortgage over a house or flat. As this booklet concerns itself mainly with loans provided through credit brokers the “security” will inevitably be a mortgage over a house or flat and in most instances that property will be the borrower’s home.

***YOUR HOME MAY BE
REPOSSESSED IF
YOU DO NOT KEEP UP
REPAYMENTS ON A
MORTGAGE OR ANY
OTHER DEBT SECURED
ON IT.***

If you agree to a secured loan on your home, you should remember that, although the property remains in your possession, it can be taken from you by the lender if the loan and the interest are not paid according to the agreed terms. The lender will then evict you and sell the property in order to recover the money you borrowed plus additional costs incurred in recovering the money – this is the same with all lending companies. **It does not matter what type of lender is involved** – high street bank, building society or finance company. If you borrow money using a mortgage as security you are agreeing that the lender can take away your house or flat if you fail to keep to the agreement.

What if I already have a Mortgage on my home?

It is possible to have more than one mortgage on your home. Many banks, building societies and lending companies will lend if there is sufficient "free equity" in the property. This is the difference between what the property is worth and what you owe on any existing mortgages.

Some people think that if they pay their first mortgage they can miss payments on any second or subsequent mortgage. **THIS IS WRONG.** The second mortgage company has similar rights to the first mortgage company. The second mortgage company can claim the mortgaged property if the terms of its agreement are not kept.

It is also worth remembering that if you own or are buying your home and you borrow money with an unsecured loan, without providing a mortgage as security, the lender may still be able, in the event of default, to seek recovery of the money through the Courts via a Charging Order on your home.

All FISA lending companies deal sympathetically with consumers in arrears and will only seek possession as a last resort after exploring all other possible options.

Is there any benefit obtained by having a secured loan compared to an unsecured loan?

This will depend on the terms of the loan. Many lending companies will only lend if security is provided. Very often the interest rate will be lower on a secured loan than on a comparable unsecured loan. A secured loan may offer more flexible repayment periods. In many instances secured loans can be repaid over a longer period with a lower monthly repayment although this will mean the total repayments may be more. It is important that you read any loan agreement carefully. Pay particular attention to the rate of interest required, the term of the loan, the repayments required and the total amount payable.

Long term loans are not designed and should not be used as bridging loans or to meet other short term needs.

(see page 8 for information on paying a loan off early).

How should loans be compared?

There are a number of factors you need to consider when comparing one loan with another. These may include; speed or availability, repayment periods and the monthly repayment. An important factor to consider when comparing loans is the APR (the **A**nual **P**ercentage **R**ate of charge).

The APR reflects the true cost of the loan.

The APR includes all the interest together with any other charges. This makes it easier for you to compare the true cost of borrowing.

If your credit broker charges a fee of any kind, or if the loan offered requires you to pay for a service (search fees, valuation, etc.) these costs must be included and reflected within the APR.

APR

If you want to compare the cost of different loans the APR figure is the one to use.

APR Variable

The APR may be described as “variable”. This generally means that the interest rate may go up or down during the lifetime of the loan. **It does not mean that the rate will automatically go up and down with Bank of England base rates – or any other base lending rate** unless the loan agreement specifically states it is linked to a base rate.

Many loan contracts permit the rate to be varied when the lender, for valid reasons, thinks it is appropriate or prudent to do so, regardless of base rate movements. If the interest rate does increase, this would normally require you to increase your monthly payments. Failure to do so may cause the loan balance to increase.

Always read the loan agreement. This will tell you if the APR is variable and if the interest rate is linked to any other rate or factor.

If you have a tight budget, or do not want your loan payments to alter, you may wish to consider a “Fixed” rate loan. Many companies are happy to fix the interest rate for a certain period of time – although not many companies will fix the rate for the whole period, particularly where the loan is over a long term. Ask your broker or lender for details of both fixed rate and variable rate loan products, **check the period over which the interest rate is fixed.**

REMEMBER –

The loan agreement will tell you if the interest rate is variable.

To help you further, the examples below and the table overleaf show what a loan would cost over varying periods at different APRs. Use this to calculate what difference an increase (or reduction) in interest rates might make to your payments. The figures in the table are rounded to the nearest penny. Actual payments may vary slightly.

EXAMPLE 1

*Assume a loan of £8,000 over 120 months at 14% APR, this would give a monthly payment of £120.27.
If the interest is 15% APR the monthly payment would be £124.49.*

EXAMPLE 2

*Assume a loan of £1,000 over 180 months at 14% APR, this would give a monthly payment of £12.77.
If the interest is 15% APR the monthly payment would be £13.36.*

For further examples see the table overleaf.

Monthly Repayment table per £1000 borrowed

APR	Term of loan in months				
	60	120	180	240	300
25	27.92	21.03	19.45	18.99	18.84
24	27.45	20.47	18.84	18.34	18.17
23	26.99	19.91	18.22	17.68	17.50
22	26.52	19.36	17.60	17.03	16.83
21	26.06	18.81	16.99	16.37	16.15
20	25.60	18.26	16.37	15.72	15.47
19	25.13	17.71	15.76	15.07	14.79
18	24.67	17.17	15.15	14.41	14.11
17	24.21	16.63	14.55	13.77	13.43
16	23.76	16.09	13.95	13.12	12.76
15	23.30	15.56	13.36	12.48	12.08
14	22.84	15.03	12.77	11.84	11.41
13	22.39	14.51	12.19	11.21	10.74
12	21.94	13.99	11.61	10.59	10.08
11	21.48	13.48	11.04	9.97	9.43
10	21.04	12.98	10.48	9.37	8.78

The above table is only a guide. The actual amount of any increase will also depend on other factors, the balance, arrears, etc. If the balance has reduced since the loan was obtained the actual increase would be less, e.g. If we take the previous example – an £8,000 loan which has run for 48 months with no arrears – a 1% increase would result in a new monthly payment of £123.08, not £124.49 as shown.

What happens if I want to pay my loan off early?

As already stated on page 4 you should not use long term loans as bridging loans or for short term needs. If, after having taken a loan, your circumstances change and you wish to repay your loan early you will have to ask the lending company for a 'redemption' or 'settlement' statement – this will detail how much you have to pay to redeem the loan. The lending company must allow you to repay the loan early. You will not be required to pay all of the interest due over the remaining term of the agreement. To offset their set up costs the lending company may require you to pay part of the interest you would have paid had the loan run its full term.

The method of calculating the amount of money required on early redemption will be stated in the loan agreement.

The Consumer Credit Act prescribes a calculation which determines the maximum amount of money to be paid in the event of early redemption.

The wording used will say something like “**in the event of early redemption a rebate will be given in accordance with regulations made under the Consumer Credit Act 1974**” or “**a rebate will be given in accordance with the Consumer Credit (Early Settlement) Regulations 2004**”. The agreement will also include examples of early settlements for the loan.

The regulations prescribe a formula which calculates the amount of rebate a lender must provide when calculating the amount of money required to redeem the loan. Lending companies do not have to use the formula prescribed by the regulations but they must not disadvantage the consumer by removing or reducing the amount of rebate to less than the formula provides.

The word “rebate” can cause confusion. You should remember the regulations require lenders to calculate a rebate on the total charges you would have paid over the full lifetime of the loan.

The mathematical formula, prescribed in the 2004 Regulations assumes that during the life of a loan the debt decreases from the opening balance to the amount of the last payment. It also assumes that the amount of interest applicable to any particular month is proportionate to the balance outstanding in that month. This creates the effect that a larger amount of interest is attributed to the early months of the agreement than to the later months. You should remember when repaying your loan early only a part of your payments will have been used to reduce the capital element of your loan, some of your payment will have been used to pay interest – this is particularly so during the early months of the loan.

The Rebate Formula

$$\sum_{i=1}^m A_i (1+r)^{a_i} \quad \text{minus} \quad \sum_{j=1}^n B_j (1+r)^{b_j}$$

Where:

- A_i = the amount of the *i*th advance of credit
- B_j = the amount of the *j*th repayment of credit
- r = the periodic rate equivalent of the APR/100
- m = the number of advances of credit made before the settlement date
- n = the number of repayments of credit made before the settlement date
- a_i = the time between the *i*th advance of credit and the settlement date, expressed in periods
- b_j = the time between the *j*th repayment of credit and the settlement date, expressed in periods, and Σ represents the sum of all the terms indicated.

As you can see the calculation required by the 2004 Regulations is quite complex. If you would like to see a worked example of an early settlement calculation one is available on the Association’s website. www.fisa.co.uk

The 2004 regulations replace previous regulations made in 1983. The new regulations are more generous to the consumer than the 1983 regulations were. The result provided by the formula is what most consumers will be interested in. It calculates an outstanding balance by assuming the capital owed has decreased with each payment made, it then adds one month’s interest to that outstanding balance to arrive at a settlement figure.

The balance outstanding plus one month’s interest.

The settlement figure will be calculated to a day 28 days after the day the lender receives the request for a settlement figure, although consumers may request a later date if they wish. If the original loan term is for more than one year the lender may defer the calculation by one month (or 30 days). You should remember that unless the lender instructs otherwise any payments falling due prior to the settlement date should be paid. The lender will confirm if it has included any payments falling due in the settlement figure or whether you should have made the payments. The settlement statement will say something like "this statement assumes that all payments due before the settlement date have been made" or alternatively "this statement includes all payments due before the settlement date".

If it suits your purpose you may pay the settlement money to the lender before the settlement date. You will not receive any further rebate if you do this.

The example and chart below will help to demonstrate the effect of the 2004 Early Settlement Rebate Formula.

Examples of Early Settlements per £1000 borrowed at 14% APR

Original Term (months)	60	120	180	240	300	
Monthly Payment (£)	22.84	15.03	12.77	11.84	11.41	
Month in which redemption takes place	20	744.41	919.93	970.72	991.63	1001.29
	40	412.78	806.67	867.15	967.55	989.23
	60		665.76	858.34	937.60	974.24
	80		490.45	780.84	900.33	955.58
	100		272.37	684.42	853.97	932.37
	120			564.46	796.30	903.50
	140			415.23	724.55	867.58
	160			229.57	635.29	822.89
	180				524.25	767.29
	200				386.11	698.13
	220				214.25	612.08
	240					505.04
	260					371.87
	280					206.20

It should be remembered that the balance of the loan will affect the redemption figure. A loan balance will increase, or not decrease as it should, if you do not make the payments on time or if you miss payments. It will also increase if the lender makes a charge for correspondence informing you of things like missed payments, unpaid direct debits, or returned cheques. The lender is likely to charge fees for supplying items like a deed of postponement, or a transfer of security. The lender will provide you with a tariff of these charges. Charging fees of this nature is common amongst banks, building societies and finance companies.

If you have authorised it, the loan balance may also include items like the premium cost of any insurance and any credit broker's fee. These will all attract interest and influence the total amount payable when you settle early.

What is a Credit Broker?

A credit broker is a firm or person who introduces the consumer (you) to a lending company for the purpose of obtaining credit.

***If you are
looking for
standards –
look for the
FISA logo.***

Those who wish to trade as a credit broker must be licensed to do so. The licence is issued by the Office of Fair Trading. You should be wary of traders who suggest that the licence endorses their services or products. It does not. FISA brokers will not suggest that it does.

If you want to check the details or validity of a licence you can do so by contacting the Consumer Credit Licensing Bureau at the Office of Fair Trading.

As you are reading this booklet it is probable you are applying for a loan via a credit broker – if you are, ask if he is properly licensed. It is also worth asking him if he is a member of this Association.

Many Credit Brokers are FISA registered

This identifies them as being a signatory to the Association's Codes of Practice. In doing so they volunteer to observe higher standards than those required by the law. The Association, in common with other trade bodies,

FISA
registered

monitors the conduct of its members in order to ensure that high standards are achieved and maintained. This helps you to be more properly advised.

Whilst this Association requires its members to act at all times in accord with its Codes of Practice it does not endorse any individual loan product.

All FISA registered Brokers are licensed in accordance with the requirements of the Consumer Credit Act 1974.

What does the Credit Broker do?

The task of the credit broker is to obtain the loan you require on terms acceptable to you.

The broker must explain what different documents are used and what they mean. He must make all reasonable efforts to ensure that you fully understand the nature and terms of the agreement and your obligations under it. He will provide copies of all relevant documentation. If anybody (*including the broker or his agent*) completes a form on your behalf you must **check it carefully** to ensure that the information provided is truthful and accurate. Do not rely on the other person "getting it right". Remember, if you sign a document **you will be held responsible for its accuracy**.

Advice given by the Broker must be suitable and appropriate to your needs and circumstances and must reflect accurately the products supplied and advertised.

Remember your broker may only provide a limited range of products and may be unable to provide comprehensive information on products not within his product range.

The Broker may provide you with information or application documents through the post or by a personal visit to your home. If he visits your home he must obtain your written invitation to visit before arriving to discuss the loan. If a home visit is requested, the broker or his agent must not use high pressure selling techniques or engage in aggressive sales techniques or overstay his welcome.

The FISA codes prohibit the use of high pressure selling techniques or selling practices unacceptable to FISA.

A credit broker must not tell you to misstate your income or provide incorrect or false information on the application form. He must not invite you to sign any blank form or one which has not been completed properly **in ink**.

If you have any doubts about how a credit broker has acted you must take independent advice. It would also help if you informed the lending company or FISA of your concerns.

How is the Credit Broker paid?

Credit brokers like any business, have expenses to meet. In addition to all the normal expenses like rent, rates, salaries, advertising, a credit broker incurs processing costs. A broker has to process each application to verify the information supplied. This could include valuation costs, mortgage and other credit reference costs. Like other businesses, the broker must cover all his costs in the sale of his products and services. **It is the individual loan product which, ordinarily, will determine the way in which the broker is to be paid.**

The list opposite explains the most common forms of payment.

***FISA Brokers
must conduct
all business
in an honest
and ethical
manner.***

Common methods of Broker Remuneration

FISA *lending companies do not permit any type of application fee other than those detailed with the loan agreement.*

1 COMMISSION IS PAID BY THE LENDING COMPANY

Any Broker employed by you to arrange your loan will want to be paid for doing so. If the broker is FISA registered the broker will be paid by the lender involved in the transaction. Unless the broker notifies you to the contrary the broker will receive one or more of the following commissions:

- ❖ A commission from the lending company, usually based on a percentage of the amount you borrow;
- ❖ A commission from the lending company based on a proportion of the premium for any Optional payment Protection Insurance you may buy;
- ❖ Further commission from the lending company. The broker may receive further commission from the lending company, paid at a later date, at monthly or longer intervals, worked out as a percentage of the total loan business placed with an individual lender, or insurance sales placed with a lender. These additional payments may require a particular volume of business to be reached in order for them to be paid. If the broker fails to reach the required sales volume it may not be paid. Both the lender and broker will, upon request, confirm the calculation method and amount of any commission paid.

In addition to the above, the broker may charge you a fee for arranging the loan.

2 A FEE PAID BY THE BORROWER

The broker should tell you the amount of any fee in writing before you enter into any agreement.

The broker may agree with you a fee which you will have to pay in respect of his work in arranging your loan. Some lenders limit the amount of any fees a broker may charge. If a fee is charged the broker will also receive a commission from the lender as described above. The broker will tell you if this is not the case.

The fee will be included in the loan amount. The loan agreement will clearly show the amount of the fee and any extra interest charged on it. All FISA lenders require to know if their borrowers are required to pay a fee. Any fee charged will be part of the total charge for credit; this will be included in any APR shown on the loan agreement.

If a broker advertises 'no fees' then charges a fee, he is breaking the law.

If the loan is not with a FISA lending company a fee may be payable when you apply for the loan. If you are required to pay an application fee ask the broker to provide an invoice listing where and how the money is to be spent. Ask the broker to confirm (in writing) the APR and that the fees are included within the APR. If you have paid a fee of more than £5 the broker must refund the difference.

Always check the APR of the product offered.

If you don't take up a loan within six months for any reason the maximum fee the Broker can charge is £5.

REMEMBER. The cost of the credit, which includes all interest, broker fees and most non optional costs, must be calculated within the APR.

Use the APR to compare the cost of loans.

Can I change my mind and cancel the loan?

The right to cancel varies considerably, not only between the different types of loan but also where the contract was signed. Always check the loan agreement – if the agreement does not say that you have a right to cancel then you cannot do so. For example, with some types of unsecured credit you cannot cancel if the agreement was signed in the trader's shop, office or other business premises.

If you are applying for a secured loan the law requires you to be given copies of the loan agreement (and all relevant documents) in order that you can read the documents carefully and consider the loan properly. You will have seven clear days to study the documents. During this time neither the lender or broker is allowed to initiate contact (they can respond to any questions or queries raised by you). This period, known as the "consideration period", gives you an opportunity to take independent advice. You will not be given a "signable" copy of the agreement until the expiry of the consideration period. Once the signable documents have been received you have a further seven days to consider the loan before either the lender or broker can initiate contact. If you do not sign the agreement the loan will not be granted.

What if your partner wants the loan and you do not?

Sometimes a person may want a loan when their partner does not. One person may pressurise another to take a loan. This pressure, which does not have to involve violence, is called "undue influence". Lending companies do not want to lend when this happens. **Tell the lending company and the loan will not go ahead.**

What happens if I fall behind with the payments?

Do not take out a loan unless you know you can keep up the monthly payments. If circumstances change which may cause late or non payment the lending company **must** be informed.

The lending company may be able to help with a number of options if the account is not too far behind, or better still, no payment has yet been missed. The lending company may, if you fail to make payments on time, notify a credit information bureau of the late or non payment and this may injure your credit status. If payments have been missed the lender will write informing you that the account is in arrears. The lender may charge a fee for this type of letter and these fees may be added to the loan balance. This will attract interest (sometimes called "default interest").

The sooner you talk to your lender the easier it will be to help you.

Do not ignore missed or late payments. Take action – inform the lending company of the problem as soon as possible.

If a lending company has to instruct solicitors to take action against you to recover their money they will, ordinarily, add these costs to the loan. This is the same for most banks, building societies and finance companies.

If any mortgage holder repossesses your property and the sale of the property does not cover the debt(s) you will still be liable to pay any outstanding amount.

Remember...

***YOUR HOME MAY BE REPOSSESSED
IF YOU DO NOT KEEP UP REPAYMENTS
ON A MORTGAGE OR ANY OTHER DEBT
SECURED ON IT.***

Data Protection



In simple terms the Data Protection Act requires companies and individuals who process and retain information about their customers to tell the customer how the information will be used and to what purposes it will be put. The Act does not restrict itself only to information kept on a computer; it is relevant to any ordered filing system. If you have applied to a FISA company the information below describes how your data will be processed. If your information is to be processed differently the trader will tell you.

Credit Brokers

If you have applied to a credit broker they will use the information you have provided to:

- ❖ process the application you have made;
- ❖ make, or cause searches to be made, at a credit reference agency, or agencies (see the note on the following page) – these searches will be shown to other lenders in connection with applications made by you. Multiple searches made in a short period may adversely affect your credit profile and may make credit harder for you to obtain.

Information held about you by a credit reference agency may already be linked to records relating to another person, for example your spouse, and for the purpose of your loan application you will be treated as financially linked. Your loan application will be assessed with reference to all linked records.

If you are making a joint application you are confirming that you are linked financially with another person, and that you are entitled to (a) disclose information about that person and/or anyone else referred to by you and (b) authorise the broker and any lender involved in the application to search, link and/or record information at credit reference agencies about you and/or anyone else referred to by you. (Links remain on file at credit reference agencies until one of the parties successfully files a disassociation. Also, some traders will offer you a choice to apply in your sole capacity, as long as the loan is not in joint names and you declare that you are not doing so to avoid any bad debts on the part of a partner.)

The broker may also use the information:

- ❖ to offer you other products which they make available;
- ❖ to pass your details on to a lender or lenders they feel may be willing to lend you money; a broker should inform you each time an application is made on your behalf such that a search “footprint” will be left at the credit reference agencies;
- ❖ to pass on your details to another broker, if your broker is not able to arrange finance for you;
- ❖ to write to you in the future with a view to offering you products they feel may be of interest to you;
- ❖ to pass your details to another broker in the future with a view to them offering you products they feel may be of interest to you;
- ❖ to permit access to your information by the FISA or other regulatory bodies to ensure that the broker is processing information correctly and complying with regulatory requirements.

The broker may keep the information for several years. You can ask for the information not to be used to offer you other products.

Any other broker or lender to whom the information is passed during processing your application may use it in the same way.

Every company or person who processes or keeps data has a duty to keep that information up to date and accurate.

NOTE - CREDIT REFERENCE AGENCIES

The names and addresses of the main credit reference agencies are shown on page 23. Brokers and lenders may use one or more of these agencies. Information about which credit reference agency was used should be made freely available.

Lending Companies



Use of information when application is being processed.

Lenders to whom the application is passed will make wider use of the information than a broker. If you have received any lender documents, they should include a statement telling you what they will do with the information, or telling you where to look to find out what use they will make of it. This statement will usually be near any signature box, or clearly placed on the front page. If the information is not by the signature box there may be an “information padlock” sign (like the one above) drawing your attention to where the information is.

***This guide tells you all the likely uses;
some lenders may only do some of the things we explain.***

Almost all lending companies will check the information supplied by you on loan or mortgage applications together with data held by credit reference agencies. The lender may search on more than one occasion. If they do, only one search “footprint” will be left at the credit reference agencies. Lenders will use the information obtained in the credit reference searches to help them assess the application and they may use the result of any search in a credit scoring system.

A credit scoring system is a system by which points are given for various factors like your age, your job or even for information obtained from a credit reference agency, such as how you have repaid previous or existing credit. Lenders use different methods of scoring depending upon their interpretation of the importance of different factors and the level of risk they are willing to accept.

***You should be told if a lender is going to use a
credit scoring system.***

The lender may check your details with the credit reference agency or with other agencies (see pages 23 to 25) to satisfy itself that all the details on the application are true, and that the application has really been made by you. If it suspects information is false or inaccurate it may report it to a fraud prevention agency.

Please ensure the information you give is true, as lending companies will check with fraud prevention agencies and if you give false or inaccurate information, and the lender suspects fraud, it will record this.

NOTE - OTHER AGENCIES SEARCHED

As well as the credit reference agencies, there are agencies dealing specially with the checking of application details to identify possible fraud. This is a protection for honest applicants, although it can sometimes cause delays. Details of these other agencies, and a brief outline of their purpose, are given on pages 24 and 25 of this guide.

***Nobody has a right to receive a loan.
Loans are always granted at the discretion of the
lending company.***

What if my loan application is not accepted?

Sometimes a lender may not wish to lend. This may be for a number of reasons. The lender may think you cannot afford the loan. If it is a secured loan, your property may not be of sufficient value.

A lender does not have to tell you exactly why you have been refused a loan, but they should give an indication of whether data from the credit reference agency contributed to the decision. You can ask them for the name and address of any credit reference agency used and they will supply this information free of charge. If a lender has used a credit scoring system in reaching its decision, it will tell you so.

If you are refused credit because of an automated system you can ask the lender for an explanation of how their system works (this applies only if the decision has been made on the basis of a computerised system alone). The lender may charge a small fee for providing this information. You also have the right to require a personal, non automated, review of the decision.

Use of information once a loan has been made

All lending companies keep information about their customers in their own records. This will include all the initial information given by you, and extra information about how your account has been run and any other dealings between you and the lender.

Most lenders record the conduct of any loan throughout its duration, including how punctually the payments are made and other information, with one or more of the credit reference agencies. This enables them, and others, to make decisions about credit and credit-related services for you and members of your household including decisions on motor and household credit, fraud checks, life and other insurance proposals and insurance claims.

Information may also be provided to the other agencies mentioned on pages 24 and 25. These will help lenders and other subscribers to those agencies to trace debtors, recover debt, prevent fraud and to check your identity to prevent money laundering. In particular, any difference between the information given by you or your broker and any later information discovered by the lender is likely to be noted.

Lenders may also use your information for statistical analysis. This may be done by them or by third parties contracted to do the work by them. If they use a contractor, they are obliged to ensure that your data is properly secure.

If your broker or lender intends to use your information for any purposes not included above, it will explain this in its documents.

Brokers and lenders are under a legal duty to keep all the information they hold accurate and up to date.

Credit Reference Agencies

The main credit reference agencies are:

Callcredit Plc,

Consumer Services Team,
Callcredit plc, PO Box 491,
Leeds, LS3 1WZ
Tel: 0870 060 1414
www.callcredit.plc.uk

Equifax Plc,

Credit File Centre,
PO Box 1140, Bradford,
West Yorkshire
BD1 5US
www.myequifax.co.uk

Experian Limited,

Consumer Help Services,
Experian, PO Box 8000,
Nottingham, NG80 7WF
Tel: 0870 241 6212
www.experian.co.uk

All the FISA lending companies use one or more of these agencies.

The agencies do not keep “blacklists” nor do they give any opinion about whether or not credit should be granted. They do have a duty to keep information up to date and accurate.

Credit reference agencies keep a wide range of information. This includes information from the electoral roll (sometimes known as the voters roll) and records of most county court judgements, involuntary arrangements (IVA's) and bankruptcies. They also retain information relating to previous and existing credit and a record of searches made against your file. The lenders share information through the agencies providing a history of how punctually payments are being made or have been made and how much you owe. Loan information is usually held on file for 6 years from the date when the loan is repaid or, if you fail to make repayments, for 6 years from the date of the last payment you actually make. Details of the voters roll may be held for much longer. Information about credit searches is kept for up to two years.

Agencies also use information with the individuals' names removed, in order to carry out statistical analysis of lending and repayment records.

Other Databases

All the main agencies participate in some specialist databases. These are subject to special rules as to which traders may access them.

CIFAS

CIFAS is a not for profit membership association solely dedicated to the prevention of fraud. CIFAS provides a range of fraud prevention services to its members including a fraud avoidance system used by the UK's financial services companies, public authorities and other organisations. Members can exchange information on applications for products and services that are considered fraudulent as well as exchanging information about accounts and services which are being fraudulently misused. This exchange of information is referred to in a fair processing notice.

CIFAS information is intended to warn lenders and act as a protection for innocent customers.

- ❖ If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.
- ❖ Law enforcement agencies may access and use this information.
- ❖ The proposed lender and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:
 - Checking details on applications for credit and credit related or other facilities
 - Managing credit and credit related accounts or facilities
 - Recovering debt
 - Checking details on proposals and claims for all types of insurance
 - Checking details of job applicants and employees
- ❖ Please contact the lender (telephone numbers are on page 29) if you want to receive details of the relevant fraud prevention agencies.
- ❖ We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.



CML Possession Register

The Council of Mortgage Lenders, Possession Register is available to its members through the main credit reference agencies. If you have had a property repossessed or have given it up voluntarily this will show on the register.

GAIN

A file may also show a "gone away" marker indicating that a member of the "Gone Away Information Network" has reported that they cannot trace a customer who is in arrears with payments. Alternatively, the marker may indicate a new address which the "gone away" has been traced to.

HUNTER

Files in this register contain detailed information on applications made and loans given. It is aimed at tracing fraudsters who use different combinations of information to obtain credit dishonestly. It checks and counter checks information given on application forms.

If your broker or lender uses any of the above agencies they will be able to confirm their contact addresses.

All Agencies, Brokers and Lenders

You are able to see what information any of the above hold about you. You can ask them for a copy at anytime. They must also tell you where the information was obtained. You will need to write and they may charge a small fee (£10 maximum). The firm will have to reply within 40 days from receipt of their fee.

If you wish to see the information contained on a credit reference agency file you can do so by writing to the relevant agency. The agency must respond within 7 working days. There is a small fee of £2 required. If your credit reference file shows that you are linked to other people with whom you have no financial connection or if it contains information which is incorrect you can ask for the entry to be corrected, removed, or have a note put on the file explaining why you think the information is wrong. The agency will not remove correct information.

If you are a joint borrower with someone else, the information you are given after one of these requests will only be information relating to you personally. Your credit report will show the names of anyone to whom you are linked. Credit reference agencies will provide you with information about your file and how to request any changes to information that you consider to be inaccurate.

The Information Commissioner provides a useful leaflet which explains how to request changes to your credit reference file. The easy to read leaflet includes examples of letters and details of various actions you may take to amend a file.

***You can obtain a copy of the free leaflet by writing to:
No Credit Leaflet, P.O. Box 99, Nelson, BB9 8GS.
Information is also available at www.dataprotection.gov.uk***

Important - Where to go for advice

If for any reason you feel the service you have received from a FISA Broker is not satisfactory you should contact the Broker to obtain a copy of their complaint handling leaflet. This leaflet will explain how to make a formal complaint, and outline the Broker's procedures for handling your complaint. If you are not satisfied with the Broker's final response you may be entitled to refer your complaint to the Financial Ombudsman Service. If you would like to clarify this point please call the Financial Ombudsman Service on 0845 080 1800. You may also contact FISA to express your concerns.

If you have a problem with an existing loan or mortgage you should inform the lending company of the problem. In most instances they will help. The matter may be easily resolved.

If you are considering a loan and do not understand or are unsure of the meaning of any contract term ask the lending company to explain it. The name and address of the lender will be on the loan documentation. Ask for the explanation to be given in writing.

If your problem is unresolved, or if you are still unsure of the meaning of any loan contract, one or more of the following may be able to help:

Citizens Advice Bureau

See local telephone directory for address and telephone number. Will give general advice – the service is provided free of charge.

Money Advice Centres

Only available in limited areas – see local telephone directory for address and telephone number. Will give general advice – the service is provided free of charge.

Solicitors

See local telephone directory for address and telephone numbers. Advice is not free – although some solicitors offer a free initial consultation.

Trading Standards Departments

See local telephone directory for address and telephone number. May be able to advise on aspects of credit law and other consumer issues – the service is provided free of charge.

The Office of Fair Trading

Provides information booklets and leaflets on various subjects including credit.
Does not offer individual advice.

OFT, P.O. Box 366, Hayes, UB3 1XB

Telephone: 0870 60 60 321

Fax: 0870 60 70 321

e-mail: oft@echristian.co.uk

web site: www.oft.gov.uk

***The Association believes this guide is true
and accurate at the time of printing.***

***If there is any difference between the
statements in this guide and in any
Credit Agreement, Legal Charge,
Mortgage or Standard Security document,
the Credit Agreement, Legal Charge,
Mortgage or Standard Security document
will apply.***

***If you have any doubt seek legal advice
before signing any loan document.***

The FISA Lending Companies

Black Horse Ltd.

0870 242 7878

Blemain Finance Ltd.

0870 112 5006

Endeavour Personal Finance Ltd.

0845 300 3965

Firstplus Financial Group plc.

02920 303020

Future Mortgages Ltd.

08457 388873

GE Money Home Lending Ltd.

01923 426426

Nemo Personal Finance Ltd.

02920 207000

Paragon Personal Finance Ltd.

0121 712 2383

Picture Finance Ltd.

01633 717 800

Swift Advances plc.

0845 074 8811

For the full address of a FISA Lender you can look at the FISA website www.fisa.co.uk

The companies listed above are FISA lending companies. This list is correct at the time of printing. If you wish to confirm if any other lender is a FISA lender or if you wish to confirm if any broker is FISA Registered you may do so by contacting the FISA office.

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The Finance Industry Standards Association

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Registered Office: 24 Boston Road, Sleaford, Lincolnshire NG34 7ET

www.fisa.co.uk