

# New Business Charter



Lloyds TSB Commercial Finance is already supporting 8000+ clients, from start up to multinational, demonstrating our real commitment to the UK Business Community. Every month we provide facilities for another 200+ new clients. We believe that our products 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 customers fairly in all our dealings with them. For this reason we offer all our clients with facilities linked to business invoices our New Business Charter as follows:

## Our Service Pledge

If at the end of the initial six months you are dissatisfied with our service you may claim 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 Client Manager Pledge

Working together in business is about teamwork and our Client Manager should be part of your business team. If for any reason it does not feel right we will happily change your Client Manager - no questions asked.

## 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 invoices to us, we will contact you to arrange alternative instructions in order to minimise the impact on your cash flow. We will respond to any written or verbal complaints with an initial reply within 1 working day, and a full reply within 3 working days. Every full reply will be reviewed and approved by one of our Directors before it is sent to you.

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.

A handwritten signature in black ink, appearing to read 'Ted Ettershank'.

Ted Ettershank  
Managing Director

Full details of our New Business Charter are shown overleaf.



## The Art of Commitment

This New Business Charter sets out the principles of our working arrangements with you.

The notes below detail the arrangements that support these pledges. 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.

### Service Pledge

Should the service of LloydsTSB 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 this 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.
- If the conditions of this pledge are different from those in your Agreement the conditions in this Charter shall apply.

### 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.
- No questions will be asked.

### Termination Pledge

You will incur no termination fees if you choose to close your facility with us.

The following conditions apply to this 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 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.

### Conditions in terms of complaint

- We ask that you follow the procedures detailed in our complaints leaflet issued as part of our "take on" pack, raising concerns with your client manager as the first step.

