



## Advised Customer Journey Statement

Providing excellent customer outcomes is paramount to all at Positive Lending. The end result is very important but the journey to achieving this result is equally important to us, and we hope, to you. At every point of your customer journey with Positive Lending we expect to deliver exceptional communication, transparency, fairness and a tailored approach dependent on your needs and we will ask you for your feedback so you can tell us how we did.

If your application has been introduced by a professional third party we will try at all times to ensure you understand the relationships between both parties and the reason why you have been referred to Positive Lending.

You may receive a quotation from us before we speak. In this scenario we will endeavour to make the quotation as accurate as possible so that the actual terms you receive once we have fully assessed your case are, in most cases, the same. However please be aware that any quotation will be subject to a full case assessment and lender review.

Before you decide to engage with our firm we believe it is important that you understand, in detail, the scope of our service as this explains who we are and how we do business. You will receive our Scope of Services document which includes details the products we offer; whether our panel is restricted or whole of market; our fee charging structure; how to contact us and who regulates our advice. You may be talked through this information initially or it may be emailed to you but you will always receive a copy in the post too with any lender specific paperwork.

Details of the lenders on our panel, the commission each lender may pay us are available within the customer section of our website. For full, up to date information, please follow this link:

<http://www.positivelending.co.uk/customers.html>

If you instruct us to assist you Positive Lending will undertake a comprehensive review of your personal circumstances through a processing known as "Fact Finding". This process can appear to be lengthy but by being thorough it makes sure we provide you the best and most appropriate advice. During this process we will also highlight risk warnings to you and seek your consent to us carrying out a credit search and possibly electronic identity verification.

Our advisor will then analyse your requirements in detail and liaise with our panel of lenders to locate an appropriate product. The details of this product will be provided to you and discussed with you. The document will detail the proposed loan in a clear manner that enables you to compare various lending options easily.

Our advisor will talk you through this document and explain every aspect. You will have the opportunity to raise any questions with your advisor. We will also let you know in detail what is required by the proposed lender in order for your application to be successful. Again, should you have any questions our team will be happy to help. The document pack you receive will also contain our Suitability Letter



to confirm our understanding of your circumstances; explain the reasons why we have recommended the solution and any risks associated with that recommendation.

Please take the time to review this carefully and raise any questions that you may have regarding our understanding of your circumstances or the recommendation.

If you decide our recommendation is the most suitable for your needs our team will then work with you to complete all necessary paperwork and collect all supporting information required by the lender to provide a mortgage offer.

Valuation of your property will often be one of the last stages before mortgage offer. Assuming your valuation is acceptable we will work with the lender to provide your mortgage offer as quickly as possible. Should any aspect of the loan need to change as a result of the valuation we will re-evaluate your case in full and, if appropriate, make a new recommendation supported by a new mortgage illustration and a revised Suitability Letter.

Upon completion of your loan our service does not stop. In the future, should you have any questions or queries we will be here to support you post-completion.

## Data Protection statement

The personal sensitive data that you provide in connection with your second charge, mortgage or bridging loan application will be held by us securely. We will need to share this information with 3<sup>rd</sup> parties such as credit reference agencies; electronic identity verification systems; and lender's via their secured systems.

We will request consent from you in order to progress an application on your behalf but this consent will be deemed to have lapsed on the earlier of the loan completion; your withdrawal of the application or the lender declining to lend.

Your personal data will only be used for the purpose of your loan application and will not be shared with any 3<sup>rd</sup> party not connected to the application. We have strict measures in place to safeguard against unauthorised or unlawful processing and accidental loss of your data.

You are entitled to request access to the personal data held by us. If you have any questions concerning how your personal sensitive data is going to be used, or require a copy of information held please contact:

Alec Wimbleton, Compliance and Business Assurance Director on 01202 850835, or by email at [alec.wimbleton@positivelending.co.uk](mailto:alec.wimbleton@positivelending.co.uk).

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**Think carefully before securing other debts against your home.**

Your home will be repossessed if you do not keep up repayments on a mortgage or any loan secured on it.