

RFL Credit
Masonic Hall
Earl Road
Mold
CH7 1AX

Initial Disclosure Document (IDD) about our services and our costs

About our services

1. What products do we offer?

As a broker not a lender we offer a wide range of commercial financial products including:

Leasing and Asset, commercial mortgages, property development finance, buy to lets, Cash flow finance.

2. Whose products do we offer

- We offer a comprehensive range of commercial financial solutions from across the market. We are an independent broker tied to no lender and offer whole of market options.

3. Which service will we provide you?

- We will advise and make a recommendation for you after we have assessed your needs. We do not operate as a lender.

4. What will you have to pay us for our service?

We may receive Commission from the Lender we introduce to you as well as receiving Fees separately from you; for the avoidance of doubt these sums are subject to the terms of our arrangements with the Lender who pay that Commission. These commissions may be Discretionary or Fixed subject to lender and the type of agreement but whichever lender we introduce you to, we typically receive commission from them.

Lenders may pay commissions at different rates depending who they are and the nature of the lending.

Fees and commissions are almost invariably paid at a fixed percentage but some lenders allow us to determine a commission based on a range of alternatives. We may have an influence over rates and levels of commission to be earned. Such commissions will be disclosed to you in the same way as any other remuneration to be received by us.

You are aware that we are required to disclose the nature of Commission in our communications, as well as when making a recommendation to you. The existence and nature of Commission arrangements where the Commission varies depending on the Lender, product or other permissible factors will always be disclosed. The disclosure will also cover how the arrangements could affect our recommendations to you. Such disclosures will be made available to you.

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Email

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Fees will be paid by you the client and will be agreed in advance. A fee is normally charged a fixed percentage on completion of the provision of finance. On occasion an advance fee may be asked for to cover the cost of preparing a proposal for you.

5. Who regulates us?

The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers, considering buying certain financial products, to decide if our services are right for you.

Richard Paul Restall t/a RFL Credit registered at Masonic Hall, Earl Road, Mold CH7 1AX., Authorised and Regulated by the Financial Conduct Authority. Our FCA registration number is 660613. You can check via www.register.fca.org.

Richard Paul Restall t/a RFL Credit is a member of the National Association of Commercial Finance Brokers (NACFB). We adopt a strict Code of Practice and Minimum Standards set by the Association. You can check our membership status by contacting the NACFB on the below link.

<https://www.nacfb.org>

6. What to do if you have a complaint?

If you wish to register a complaint, please contact us.

In writing Richard Paul Restall, Masonic Hall Earl Road, Mold CH7 1ax

By telephone: 01352 700033

A copy of our complaint's procedure was sent along with our disclosure document. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. **Address:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR. **Contact:** 0800 0234567, 0300 1239123. **Website:** www.financial-ombudsman.org.uk

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Your transaction may be covered by the FSCS for regulated transactions only. The FSCS is the UK's statutory Deposit insurance and investors compensation scheme for customers of authorised financial services firms. FSCS exists to protect customers of financial services firms that have failed. If the company you've been dealing with has failed and can't pay claims against it, the FSCS may be used to pay compensation.

You can find out more about FSCS at www.fscs.org.uk