

What does Treating Customers Fairly mean to Bridging Finance Solutions Group Ltd ?

The Directors and staff of Bridging Finance Solutions Group Limited are committed to providing the highest standard of service possible and as a Company we take very seriously the requirement to treat our clients fairly. We strive to do this in all that we do. We undertake that all of our actions will be guided by the principle that the interests of our clients are paramount and our systems and procedures are designed to place our clients at the heart of our business.

Our customers are important to us.

- * We strive to provide the highest levels of service.
- * We work hard to give you a decision in principle within hours of our receipt of your application.
- * If your application is successful, we will provide finance promptly with flexible repayment terms and no early redemption fees or onerous lock-ins, provided of course that you honour your contract with us.
- * If something goes wrong, or if you get into difficulties with repayments, we will endeavour to work with you to find a mutually satisfactory solution.
- * Regardless, we are committed to keep you (and your broker if applicable) informed.
- * We will not place our interests before yours.
- * Our procedures are transparent and each application is assigned a designated case manager.
- * In the event that there is any conflict of interest between us, we will tell you about this as soon as we can after becoming aware of the details.
- * When you contact us you can expect that we will be polite and courteous.
- * All of our staff are trained in dealing with our clients and in treating them fairly and you can expect that all of our staff is trained properly for their roles.

Our products.

- * Bridging Finance Solutions Group Ltd. is a specialist short term finance lender for non regulated business purposes.
- * Our aim is to provide you with the bridging loan that is right for you.
- * If bridging finance is not the right solution for you, we will advise you accordingly.
- * We will only arrange a loan after finding out sufficient information about your circumstances to be able to inform you properly.

Our documentation.

- * We promise to communicate with you clearly and to restrict jargon to a minimum.
- * Our documentation is constantly under review to make it as simple to use and as easy to understand as possible within legal restraints.
- * We will keep comprehensive records of our dealings with you and will record your personal circumstances (Know Your Customer).

Our fees

- * All fees and charges are clearly laid out in the Loan Illustration at the outset and prior to any financial commitment.
- * Bridging Finance Solutions Group Ltd. encourage professional introducers to consider the nature of bridging finance and, in particular, to set their charges at a reasonable level, in the knowledge that they may also receive other fees in relation to the client's requirements. e.g. from a BTL or re-mortgage.

Complaints

- * Where the Company are aware that an error has been made, we will not wait for a complaint before taking prompt and corrective action.
- * In the event of receiving a complaint which is unable to be resolved on the same day, we will carry out a prompt investigation and provide a detailed response in writing no later than eight weeks from receipt.
- * We will provide details of our complaints policies and procedures on request.
- * We are always seeking ways to improve the quality of our service and value your opinion.

