INITIAL DISCLOSURE DOCUMENT

What is an Initial Disclosure Document?

The Financial Conduct Authority (FCA) is the independent regulator of financial services. The Financial Conduct Authority requires us to provide all clients with a document which outlines our status and pre-contract information. This document provides information about us, the products we offer, the services we will provide, what we charge for our services, who regulates us, what to do if you have a complaint. Some agreements we arrange are regulated by the FCA, for example a loan or hire purchase agreement with a sole trader or small partnership. Others are not, for example finance for a limited company. Where an agreement is regulated, extra protections apply, such as the right to withdraw and, in many cases, access to the Financial Ombudsman Service. Where it is not regulated, those protections may not apply. Your agreement documents will say whether your agreement is regulated.

Who are V4B Business Finance Ltd?

V4B Business Finance Ltd provides a range of commercial finance facilities to unlock your business potential. By having direct access to underwriters and internal knowledge of what they require, we can provide a hassle-free experience.

Our registered office is Ellkat House, Coed Aben Road, Wrexham Industrial Estate, Wrexham. LL13 9UH

We are authorised and regulated by the Financial Conduct Authority – Firm reference 802921

V4B Business Finance Ltd are credit brokers and not a lender.

We are not linked to any of our lending panel members.

We are registered with the Information Commissioner's Office – Firm reference ZA318582

V4B Business Finance Ltd is a member of a group. Information is shared amongst the companies in line with our Privacy and Data Protection Policy.

V4B Business Finance Ltd has Introducers/Appointed Representatives who act on our behalf. Information is shared between the Introducers/Appointed Representatives and V4B Business Finance Ltd in line with our Privacy and Data Protection Policy. Appointed Representatives will advise you of there relationship with us prior to you signing their terms of business.

Who regulates us?

V4B Business Finance Ltd is authorised and regulated by the Financial Conduct Authority. Our firm's reference number is 802921. You can verify this on the Financial Conduct Authority's Register by visiting the Financial Conduct Authority's website: www.register.fca.org.uk or by contacting them on 0300 500 8082. Some services aren't regulated meaning the Ombudsman may not cover them. This includes finance for limited companies, and agreements for business purposes over £25,000 with sole traders and partnerships. Your agreement documents will say whether your agreement is regulated.

What services do we provide?

As a Financial Conduct Authority regulated credit broker, we can introduce you to lenders we have a commercial agreement with who may be able to help you finance your business needs and provide other product services.

We will provide you with either comparable details of firms most appropriate to your lending or purchase requirements or general information relating to finance products. In assessing your requirements, we may seek such information about your personal circumstances and objectives as this might be relevant to enable us to identify your needs. It is important that you provide us with accurate and relevant information. You will not receive advice, or a recommendation from us, but we may ask questions to narrow down the selection of firms offered, from which you can make your own choice if you so wish.

Do we charge for our services?

We do not charge for our service however we earn commissions paid by the lenders with whom we have a broker agreement. These commissions will vary depending on each lender but will have no impact on the options presented. For certain lenders we do have influence over the interest rate, and this can impact the amount you pay under this agreement. For a copy of our Commission Disclosure Policy please email enquiries@businessfinance-v4b.com

What do I do if I want to cancel?

You can decide not to go ahead at any time. We do not charge you a fee, so you will not owe us anything if you stop. Please tell your consultant.

What to do if you have a complaint

We acknowledge all complaints within 72 hours of receipt. We will try to resolve your complaint immediately; however, sometimes, this may not be possible.
In the unlikely event that we cannot resolve your complaint within 7 working days; we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then take. The FCA maximum time limit for a Final Response is 8 weeks from the date of complaint.

To register a complaint:
Email - enquiries@businessfinance-v4b.com
Call – 01978 668939
Write to – V4B Business Finance Ltd, Complaints, Ellkat House, Coed Aben Road, Wrexham Industrial Estate, Wrexham, LL13 9UH

If your complaint is about a regulated service and you are not satisfied with our final response, you may be able to refer it to the Financial Ombudsman Service, which is free and independent. You must do this within six months of the date of our final response. If we have not issued a final response within eight weeks of receiving your complaint, you can also refer it to the Ombudsman at that point. We will send you a copy of the Ombudsman's explanatory leaflet with our final response.

The Ombudsman can consider complaints from:
individual consumers
micro-enterprises (fewer than 10 employees and annual turnover or balance sheet of no more than €2 million)
small businesses (annual turnover under £6.5 million, and either fewer than 50 employees or a balance sheet total under £5 million).
Charities, trusts and some personal guarantors may also be eligible. Please check the Ombudsman's website for full details.

Financial Ombudsman Service
Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567 (from outside the UK: +44 20 7964 0500)
Email: complaint.info@financial-ombudsman.org.uk
Post: Exchange Tower, Harbour Exchange Square, London E14 9SR

For further information please email enquiries@businessfinance-v4b.com to request a copy of our Complaints Policy and procedure.

What does V4B Business Finance Ltd do with your Data?

We collect the personal information we need to provide our services. This includes your identity and contact details, employment and financial information, and records of our communications with you. We get it from you, from credit reference agencies (Creditsafe, which uses TransUnion data) and from public sources.

We use it to arrange finance with lenders, carry out identity, fraud-prevention, credit and affordability checks, keep records, and meet our legal and regulatory obligations. Where you have agreed, we also use it to send you marketing. Our lawful bases are your consent (which you can withdraw at any time), contract, legal obligation and legitimate interests.

We share your information with credit reference and fraud-prevention agencies, lenders and suppliers, anyone you have authorised, debt recovery agents where necessary, and authorities where the law requires. Some of these, such as credit reference agencies and lenders, are independent controllers with their own privacy notices. We only share your information with our group companies after asking for your consent. We do not sell your data. Some data may be transferred outside the UK/EEA, with appropriate safeguards in place.

We normally keep records for six years after our relationship or the contract ends. Marketing consent records are kept until you withdraw consent, plus up to 24 months.

We may use automated tools to support risk, fraud, identity and affordability checks, but we do not make decisions with a legal or similarly significant effect on you based solely on automated processing.

You have the right to access, correct, erase, restrict or object to our use of your data, to data portability, to withdraw consent, and not to be subject to solely automated decisions. We normally provide your data free of charge, acknowledge requests within 72 hours and respond within one calendar month.

To exercise your rights or raise a concern, contact the Data Protection Officer at V4B Business Finance Ltd, Ellkat House, Coed Aben Road, Wrexham Industrial Estate, Wrexham, LL13 9UH, or email help@v4b.co.uk. We acknowledge complaints within 72 hours and aim to give a final response within 30 days. You can also complain to the Information Commissioner's Office (0303 123 1113, www.ico.org.uk). Our full Privacy and Data Protection Policy is available on our website or by email, and in other formats on request (compliance@v4b.co.uk).