

### **LIME CONSULTANCY**

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# **Customer Services Charter - Treating Customers Fairly**

Choosing the right advice is an important decision to make.

Getting good advice will make a real difference to achieving your goals. You might want to borrow money to pay off debt, purchase an asset, fund cashflow or grow your business in another way.

There are lots of things to think about and we at Lime Consultancy will help you realise your business's financial needs.

We always act in the best interests of our clients. This includes;

- · Issuing a 'Terms of Business' to our clients
- Disclosing any procuration fee or other fee received from a lender as a result of placing your business with them
- Providing you with a summary of why we chose the lender we did Every case is different and we aim to remain flexible and pragmatic in how we undertake business with all our clients

#### **CREDIT BROKING**

We provide Credit Broking Services for businesses. We are not a lender ourselves. We commonly deal with complex affairs creating and managing a comprehensive and evolving funding strategy on a bespoke basis.

# **ADVICE**

Any advice we give is for information and to enable you to make an informed decision. How you act on this advice is completely your decision.

### **TRANSACTIONS**

We will arrange to transact particular financial products at your request and keep you updated on any new product we feel meet your needs. There will be no formal review unless you request this from us. We look forward to agreeing how best we can meet your needs and providing you with solutions to meet your financial needs.