

frequently asked questions

Q. What is a loan broker?

A. We are a **master broker**, not a search broker; we already have a panel of lenders on board and we fully integrate with them through our loan system to give you a decision in principle during your initial application. Loan brokers do not provide credit; however we are skilled in matching you with the best provider to suit your requirements. Many brokers take a fee and then search the market place to find you a loan; as we already have our panel we don't have to search which gives you a much better turnaround to complete your loan.

Q. Have I passed the credit scoring process?

A. We do not complete a credit score at the point of application. Our lenders do carry out credit searches to complete your application and you would be informed of the outcome at such time that this has been completed.

Q. Is my loan guaranteed?

A. We cannot guarantee a loan over the phone because [1] we have not seen any proof of the information you have provided today and [2] the lenders still need to check your information. The likelihood of acceptance is reduced if full or accurate information is not supplied at the point of application. These checks may include credit searches and fraud prevention searches.

Q. Which lender is my application with?

A. At this point we cannot confirm which lender your application will be completed with; as a **master broker** we contact a number of lenders on our panel to source you the most suitable loan or financial solution. You will receive offers directly from our lenders in due course upon the competition of your application pack.

Q. What do I pay a fee for?

A. You are paying for the provision of a professional and pro-active service. We pride ourselves in offering the best support and services to our clients and have a proven track record of obtaining credit for thousands of happy clients.

Q. When will I get my loan?

A. The quicker you complete our application pack and send together with your payment, the quicker we can complete your application and get our lenders making offers to you. You will be updated throughout the process by your chosen lender as to payout timescales.

Q. I have been made an offer lower than the amount or with a higher rate than I was originally quoted for; why would this be?

A. Our adviser would make a quote to you which is typical in the industry based on the information you supplied to us during your application call. Subsequently lenders will carry out searches which may include credit and fraud prevention searched to assess affordability and determine the terms in which a full offer would be made. If you would like we can obtain your credit records for you or you may wish to contact the credit reference agencies (Equifax or Experian) for further information.

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Q. What do I do if my loan is declined?

A. We are not just a master broker; we are a financial services solution provider which means we also offer **non-lending solutions**. Non lending solutions are great for those who cannot get credit but are struggling to meet their commitments to their credit companies. We offer debt management plans and insolvency arrangements (IVA's) for those in need. If it does become apparent that a loan is not suitable or should you not want to proceed then we will advise you on all options available to you at that time.

Q. I am getting this loan to consolidate my debts, is there anything you can do to help?

A. Yes! We offer a full and final settlement service where we contact your creditors to offer a reduced lump sum as a final settlement for your account. We can offer great savings on your credit accounts; though this is generally more beneficial to those already in financial difficulty.

Q. I am in debt, is a loan the best option for me?

A. Dependant on the circumstances a loan could be the right option; however if you are already struggling to get by and using this loan to cover other debts then you may want to look at our non-lending solutions such as Debt Management Plans or IVA's. Our debt advisory team can give you more information on these services.