

Get Debt Smart Ltd

Commercial Debt Recovery Specialists

T: 0161 282 3606
info@getdebtsmart.co.uk

TERMS OF BUSINESS

Who are we?

Get Debt Smart Ltd holds a current Consumer Credit License to practice in the areas of Debt Recovery. Our Consumer Credit License number is 626622. Our registered office is Get Debt Smart Ltd, 78 Baslow Drive, Heald Green, Cheshire, SK8 3HP. Our day to day office activities are carried out at the same address and this is our correspondence address for all related queries.

What services do we provide?

We provide a range of services including Debt Recovery, Tracing Services & Credit Management/Debt Recovery consultancy and training.

Which service will we provide you?

We will take instructions from you either verbally, in writing or via email. We will agree a suitable solution and gain your acceptance before carrying out our service. Some credit or ID checks may be done in order to ascertain who we are dealing with. Any personal checks (i.e. none commercial) will be carried out only after obtaining the individuals permission.

Your right to cancel and your 'cooling off' period.

You have the right to cancel our service at any time. Once cancelled, we will no longer deal with your case and all relevant paperwork will be returned within 14 days.

Canceling your instruction before it has been completed may have significant consequences on the chances of further recovery.

What will you be charged if you cancel our service?

You will not be charged a cancellation fee. You will however be charged for any service provided up to the point of cancellation. This may include fees for services such as credit searches, ID checks or collection visits. Any payments you receive from your debtor within 90 days from the date of your cancellation will be subject to a recovery fee at the agreed rate.

What will you pay us for our services?

This all depends on the service we provide. We work on a no win no fee basis with a recovery fee "commission" of 20%. We do charge a minimum fee of up to £65.00 from the first £325.00 that has been recovered. If a sum higher than this amount has

been collected, the 20% commission rate will apply. Some other services will be charged for and instruction for these services will be agreed in advance. For example, Commercial Credit Searches are charged at £9.99 and Debtor Tracing Services are £29.99. Collection visits and legal action (*carried out by our third party partners*) vary depending on the complexity and location of the work required. A fee will be agreed in advance.

For clarity, our fees will either be invoiced to you on 14 day terms or withheld from any sum we collect on your behalf. You will receive an invoice and remittance accordingly.

Who regulates us?

Our Consumer Credit License is granted by the Financial Conduct Authority ("FCA").

Our Consumer credit license number is 626622. For more details regarding the consumer credit licenses, please visit the web site of the FCA. We are also regulated by the Financial Ombudsman Service. Further information regarding both parties can be provided on request.

What do you do if you have a complaint?

We will provide a copy of our complaints procedure on request.

If you have a complaint, please contact 0161 282 3606 or email info@getdebtsmart.co.uk.

Your complaint can also be filed with the Financial Ombudsman Service or the FCA. Again, we can provide further details of their contact details on request.

Treating you fairly

We aim to treat you fairly and with your best interests at heart. We consider carefully the services available to you and offer them to you based on the information you have submitted to us. We work hard to make sure you are not misled in anyway. Our information is clear and understandable and worded in plain English to avoid confusion. Our complaints process is fair an accessible and we aim to put things right if we've made a mistake.

What you must tell us

The service we recommend to you will be based on information we have taken from you. If this information is not correct or you withhold vital information, the service we offer you may not be suitable. If you feel this is the case, you must notify us immediately.

The service you take is always your choice and you must be clear of your intentions when you instruct us to carry out work on your behalf. We will endeavor to provide you with all the necessary information available to us at the time in order for you to make your decision and informed one. Any information you submit to us will be accepted as true either verbally or in writing.

We act on your instruction. We may carry out checks to make sure we are happy with the information we have been provided with but it is your responsibility to provide us with the correct information.

How you can contact us

By Post:

Get Debt Smart Ltd
78 Baslow Drive
Heald Green
Cheshire
SK8 3HP

By phone on 0161 282 3606 or by email at info@gertdebtsmart.co.uk.

Payments made to us

Payments made to us by cheque will be banked on the date of the cheque or on the nearest available working day (not including English bank holidays). A Cheque will be deemed cleared 10 days after they have been banked.

Payments by standing order and bank transfer will also be deemed cleared 10 days after receipt.

Cash payments will be deemed cleared on the day of banking. This will be on the next available working day after receipt (not including English bank holidays).

Payments from your debtors

Payments will be disbursed to you at the end of the month in which said payments were deemed cleared. Debtors payments are held for a minimum of 10 working days to allow for clearance.

If we delay payment to you for any reason we will notify you accordingly. Where the fault of the delay can not be excused with reasonable reason we will accept responsibility and deal with the matter accordingly. For the avoidance of doubt, we do not accrue interest profit financially from holding your debtors payments.

We cannot be responsible for late disbursements where the fault lies with your bank, the postal services, weather or an act of god or where incorrect bank details have been disclosed to us.

Our right to cancel

We have the right to cancel our agreement with you at any time. Any funds held after cancellation will dispersed to you after they have cleared (see above).

Your details are in safe hands

Client confidentiality is very important to us. We are regulated by the Information Commissioners Office and hold a valid registration certificate.

We will share information we have on record about you where the disclosure is required by law. We may also use this information to tell you, by phone, letter or email about other related services which we think may benefit you. We may also pass this information to other carefully selected third parties but only where prior

agreement has been made. If you would prefer us not to do this, you should notify us by phone, email or written letter.

All your data is stored securely on and also off site. At no time will your data be at risk of being lost in transit either by email or by other forms of electronic memory transfer. You can have a copy of the data we hold about you by writing to us and requesting it. The cost for processing this request is £25.

Introducer Arrangements

A third party may have introduced you to us and for this the introducer may be paid a fee by Get Debt Smart Ltd. Similarly, we may, with your consent, introduce you to other third parties, for which the third party pay a fee to us.

Other information

We hope you feel safe using our services and we hope we have made all the information clear and concise for you to understand. If you need any of these terms explaining, please contact us accordingly.

Our terms of business can be downloaded in pdf format by clicking the download link at the bottom of this page.

Additional Information

For more information on any of the above, please call us on 0161 282 3606.