

GENERAL SERVICE FEE TARIFF

Effective from 1 February 2022

This tariff relates to all products under administration; not all fees illustrated will relate to your particular product or loan. No fees are charged for the normal day-to-day administration of your account. However, you may find that you require a particular service at some point during the term of your loan. Additionally, it may be necessary for us to undertake additional activities should your account fall into arrears. The following are the most common activities that may take place, any fees not referred to in this tariff will be advised on request or at the time the service is provided.

Name of charge	What is this charge for?	How much is the charge?
Home visit/field call	This fee is charged on each occasion it is necessary to instruct an agent to call at your home address in relation to arrears on your account.	up to £100 plus VAT

Account services for car finance agreements


If you have a car finance agreement with us, the following services/recovery costs will incur a fee. Under normal circumstances, fees will be debited to your account (but we reserve the right to request immediate payment) and may attract additional interest charges until paid.

Name of charge	What is this charge for?	How much is the charge?
Vehicle recovery costs	The full costs expended will be charged if it is necessary to issue an instruction for your vehicle to be recovered.	Variable plus VAT

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MOT0029-001 (02/2022)

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