

GENERAL SERVICE FEE TARIFF

These charges are correct as at 1 June 2019

This tariff relates to all products under administration. Not all of the 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.

Account in arrears

Should your account be in arrears, the following fees may be debited to your account (subject to the contract that you have entered into).

Name of charge	What is this charge for?	How much is the charge?
Monthly arrears fee	You may be charged an arrears fee on a monthly basis for the management of your account when you are in arrears. This covers charges in respect of your account if you fall behind with your payments.	£35
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
Solicitor instruction fee	This fee is charged on each occasion it is necessary to instruct solicitors regarding arrears on your account.	£125

Other account fees

Name of charge	What is this charge for?	How much is the charge?
Security discharge fee	This fee is charged in addition to any product related fee if you redeem your loan prior to the natural maturity date and is included in any settlement figure provided.	£150

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