

# A PROFESSIONAL APPROACH TO LENDING

Our CSC Loans staff have more than 50 years experience in the second charge market.

Our service standards exist to provide a framework for excellence. We work closely with brokers and lenders to ensure a transparent and professional service for the benefit of our customers throughout the second charge loan application process.

We will ensure you receive accurate and detailed information to enable you to make informed decisions and borrow with confidence, so please read this booklet carefully.

For your additional security CSC Loans is authorised and regulated by the Financial Conduct Authority (FCA) and should you ever have a complaint that CSC Loans is unable to resolve to your satisfaction you are entitled to contact the Financial Ombudsman Service.

Many of us borrow on credit to balance our income and expenditure from year to year. These credit or loan facilities take many forms. They include credit cards, store cards, hire purchase, bank loans, mortgages etc.

The finance industry has made efforts to use plain English on loan agreements and other documents but you may still not be familiar with some of the language used. It is important that you understand and familiarise yourself with the terminology. CSC Loans supports the campaign for clear English and will ensure that customers receive all of the information required to enable them to decide if borrowing is the best way forward.

Be aware of your legal rights and responsibilities when obtaining credit. If you have any doubt as to the meaning of any contract or clause we strongly recommend that you seek independent advice from your broker and on occasions you may also need to consult your solicitor.

This booklet is designed specifically to give information to those applying to a credit/loan broker for a second charge secured loan on their property and will answer many of the most frequently asked questions. However it is not possible to cover everything in a single booklet so if you have any questions regarding a proposed or existing loan agreement you should always get further advice.

This booklet is for guidance purposes only and should not be considered, in any way, to have provided personalised legal advice.

Borrowing money is a serious matter and you should always think carefully before you borrow and ask yourself "Can I really afford this loan?" as your property may be at risk if you fail to maintain the loan repayments. Please remember that loans have to be repaid by the end of the term.

## What is a Second Charge loan?

In simple terms a "second charge loan gives security to the lender", not to you the borrower although customers are protected by the Consumer Credit Act 1974 and 2006.

The "security" is your house and by making this available to lenders you may benefit from lower interest rates and better loan terms, but if you agree to a second charge loan on your home, you should remember that, although the property remains in your possession, it can be taken from you by the lender if the loan and interest are not paid according to the agreed contract terms. The lender will have the right to apply to the courts to evict you and sell the property in order to recover the money and this is the same with all banks and lending companies. It does not matter what type of lender is involved- high street bank, building society or finance company. If you borrow money using your home as security you are agreeing that the lender can take away your house or flat if you fail to keep to the agreement.

The decision to apply for a second charge loan is a first step in the customer's decision making process.

**YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON A MORTGAGE OR ANY OTHER DEBT SECURED ON IT.**

## What if I already have a mortgage on my home?

It is possible to have more than one mortgage on your home. Many banks, building societies and lending companies will lend if there is sufficient "free equity" in the property. This is the difference between what the property is worth and what you owe on any existing mortgages. These are known as second charges or mortgages, or where there are two existing mortgages they will be third charges.....

These loan and mortgages are of equal importance. But some people think that if they pay their first mortgage they can miss payments on their second or subsequent mortgage. THIS IS WRONG. The second charge mortgage company has similar rights to the first charge mortgage company. The second charge mortgage company can claim the mortgaged property, with the consent of the court, if the terms of its agreement are not kept.

However you are always protected under the Consumer Credit Act as lenders have to lend responsibly and check to ensure you can afford the repayments. CSC Loans works closely with lenders to see fair treatment of its customers.

## Can I afford the loan?

This is probably the most important question that you should ask yourself. You must be confident that you can comfortably afford the proposed loan.

Although the lenders use an affordability calculation to see if they consider that you can afford the proposed loan, it is more important that you feel you can afford the loan. To assist you we would strongly recommend that you list your income and deduct ALL your outgoings to ensure that you have a sufficient amount left over to repay the loan each month.

The Money Advice Service is a impartial advice service set up by government which ([www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)) includes a Budget Calculator for loans which you may find useful.

## How long does it take to process a loan?

There is a legal consideration period which can last up to 17 days, during which you will not be contacted by anyone to ensure you are not rushed into making a wrong decision.

When you apply for a loan we will send you a letter enclosing copies of the proposed Loan Agreement and Legal Charge for you to consider, we will also ask you to provide some items that will help us to assess your application. 8 days later we will send you the Loan Agreement and Legal Charge that need to be signed and witnessed. The consideration period ends either the day that we receive the signed Loan Agreement or on Day 17, whichever is sooner.

**NO THIRD PARTY THAT IS INVOLVED IN YOUR LOAN APPLICATION IS ALLOWED TO CONTACT YOU DURING THE CONSIDERATION PERIOD. THIS INCLUDES ANY BROKER OR THE PROPOSED LENDER.**

If you are contacted please let us know immediately. CSC Loans takes this very seriously. (You are allowed to contact us at any time when we will be pleased to answer any specific questions you may have).

When you have decided you want to proceed and to enable us to process your loan as quickly as possible it is important that you supply us with the items that we request and take time to look at our requirements carefully so that your application is not delayed.

## What is a Credit Broker?

A credit broker is a firm or person who introduces the consumer (you) to a lending company for the purpose of obtaining financial credit.

Those who wish to trade as a credit broker must be licensed to do so. The licence is issued by the FCA. You should be wary of traders who suggest that the licence endorses their services or products. It does not.

As you are reading this booklet it is probable you are applying for a loan via a credit broker - if you are, ask if he is properly licensed.

## What does a credit broker do?

**The task of a credit broker is to obtain the loan you require on terms acceptable to you.**

The broker must explain what different documents are used and what they mean. He must make all reasonable efforts to ensure that you are made fully aware of the nature and terms of the agreement and your obligations under it. He will provide copies of all relevant documentation. If anybody (including the broker or his agent) completes a form on your behalf you must check it carefully to ensure that the information provided is truthful and accurate. Do not rely on the other person "getting it right".

Remember if you sign a document you will be held responsible for the accuracy of the information provided.

Remember your broker may only provide a limited range of products and may be unable to provide comprehensive information on other loan products not within his product range.

The Broker may provide you with information or application documents through the post or a personal visit to your home. If he visits your home he must obtain your written invitation to visit before arriving to discuss the loan. If a home visit is requested, the broker or his agent may not use high pressure selling techniques or engage in aggressive sales techniques or overstay his welcome.

A credit broker must not misstate your income or provide incorrect false information on the application form. He must not invite you to sign any blank form or one which has not been completed properly in ink.

If you have any doubts about how a credit broker has acted you must take independent advice. Your solicitor may assist or you can contact the Citizens Advice Bureau.

## How is the Credit Broker paid?

Credit brokers, like any business, have expenses to meet but in addition to all the normal expenses like, rent, rates, salaries, advertising, a credit broker incurs unique processing costs. Unlike first charge mortgage brokers a second charge loan broker has to process each application to verify the information supplied. This could include valuation costs, references, consent, land registry, fraud or bankruptcy searches. Like other businesses, the broker must cover all these costs in the sale of his products and services.

**BROKERS MUST  
CONDUCT ALL  
BUSINESS IN AN  
HONEST AND  
ETHICAL MANNER.**

## Common methods of broker remuneration

### 1: Commission is paid by the lending company

In most instances any broker employed by you to arrange your loan will want to be paid for doing so.

It is likely that the broker will be paid by the lender involved in the transaction. Unless the broker notifies you to the contrary the broker will receive one or more of the following commissions:

- v A commission from the lending company, usually based on a percentage of the amount you borrow;
- v Further commission from the lending company. The broker may receive further commission from the lending company, paid at a later date, at monthly or longer intervals, worked out as a percentage of the total loan business placed with an individual lender. These additional payments may require a particular volume of business to be reached in order for them to be paid. If the broker fails to reach the required sales volume it may not be paid. Both the lender and broker will, upon request, confirm the calculation method and any amount of commission paid.

In addition to the above, the broker may charge you a fee for arranging the loan.

### 2: A fee paid by the borrower

*The broker should tell you the amount of any fee in writing before you enter into any agreement. The fee should be fair and reasonable.*

The broker may agree with you a fee which you will have to pay in respect of his work in arranging your loan. Some lenders limit the amount of any fees a broker may charge. If a fee is charged the broker may also receive a commission from the lender as described above. The broker will tell you if this is not the case.

The fee may be included in the loan amount. The loan agreement will clearly show the amount of the fee and any extra interest charged on it.

**YOU SHOULD NOT  
BE CHARGED ANY  
UPFRONT FEES**

## Is my loan guaranteed?

All loans are approved by the Lender and at their discretion. No broker should at any stage of your application (prior to completion) guarantee that your application will be successful.

Responsible Lenders consider many things when approving a loan and they will review all your circumstances, including your ability to afford and repay the loan. Lenders will always prefer to understand any reasons for current or past financial difficulties, and the more information you can provide may assist your application. There could be a number of reasons why a Lender may not wish to lend to you. Lenders do not have to tell you why you have been refused a loan, but you can ask them for a name and address of any credit reference agency used. Your application will be underwritten and processed in accordance with the Lender's criteria.

## APR Variable

The letters **APR** stand for "Annual Percentage Rate" and provide an indication of how expensive a loan is. The APR tells you the rate at which you will be charged interest.

The term APR has a legal significance, so that you can compare the cost of loans easily. It is calculated using a complex formula that is prescribed by the Consumer Credit Act (1980). In fact, there are three different ways of calculating the Annual Percentage Rate, but whichever is used brokers and lenders must tell you the APR before you sign a loan agreement.

Annual Percentage rates provide an indication of how much interest you will be charged on a loan. You can compare APR rates between different loans to provide a rough indication of which is more expensive.

The APR may be described as "variable." This generally means that the interest rate may go up or down during the lifetime of the loan. **It does not mean that the rate will automatically go up and down with the Bank of England base rates- or any other base lending rate** unless the loan agreement specifically states it is linked to a base rate.

Many loan contracts permit the rate to be varied when the lender, for valid reasons, thinks it is appropriate or prudent to do so, regardless of base rate movements. If the interest rate does increase, this would normally require you to increase your monthly payments. Failure to do so may cause the loan balance to increase.

**Always read the loan agreement.** This will tell you if the APR is variable and if the interest rate is linked to any other rate or factor.

To help you we have included examples on the next page and a table to show what a loan would cost over varying periods at different interest rates.

The figures in the table are rounded to the nearest penny, actual payments may vary slightly and these figures may not apply to you.

But, please remember that all lenders are required to treat their customers fairly.

**EXAMPLE 1:**

Assume a loan of £30,000.00 over 180 months at an interest rate of 14%, this would give a monthly payment of £399.60. If the interest rate is 15% the monthly payment would be £420.00.

**EXAMPLE 2:**

Assume a loan of £1,000.00 over 180 months at an interest rate of 14%, this would give a monthly payment of £13.32. If the interest rate is 15% the monthly payment would be £14.00.

**Monthly Repayment table per £1000 borrowed including any fees charged**

Interest Rate	Term of loan in months				
	60	120	180	240	300
25%	29.35	22.75	21.36	20.98	20.88
24%	28.77	22.05	20.58	20.17	20.05
23%	28.19	21.35	19.82	19.37	19.23
22%	27.62	20.67	19.06	18.57	18.41
21%	27.05	19.99	18.31	17.78	17.60
20%	26.49	19.33	17.56	16.99	16.78
19%	25.94	18.67	16.83	16.21	15.98
18%	25.39	18.02	16.10	15.43	15.17
17%	24.85	17.38	15.39	14.67	14.38
16%	24.32	16.75	14.69	13.91	13.59
15%	23.79	16.13	14.00	13.17	12.81
14%	23.27	15.53	13.32	12.44	12.04
13%	22.75	14.93	12.65	11.72	11.28
12%	22.24	14.35	12.00	11.01	10.53
11%	21.74	13.78	11.37	10.32	9.80
10%	21.25	13.22	10.75	9.65	9.09

The above table is only a guide. The actual amount of any increase will also depend on other factors, the balance, the frequency of payments and reductions in the balance owed.

## How much can I borrow?

It is important that you do not borrow more than you need or more than you can afford. You need to work out carefully how much you need to borrow and be happy that you can repay the proposed monthly repayment. It is also important that in certain situations you borrow the correct amount. For example, if you are carrying out extensive home improvements it is recommended that you breakdown the costs and work out as accurately as possible how much you need to complete the works. If you use the amount borrowed and find that there are still works to be carried out you may find that your lender will not grant a further advance until you have a proven history with them and this may be up to 12 months. There is no guarantee that they will be able to further advance.

## I want to consolidate my existing loans and credit cards

This is a popular purpose of loan. Many people choose to pay off all short-medium term loans and credit cards by taking out a loan over a longer period which usually has the effect of reducing their total monthly outgoings. This could be a short term solution so you need to take into consideration several factors including the interest rates you are currently paying and the remaining term on any current credit cards or loans. It would probably not make financial sense for you to pay off a loan where there is only a short term left to repay with a loan that was going to be over a much longer term. The total amount of interest that you repay could be considerably more if you borrow over a longer term and you are placing your home at risk whenever you transfer unsecured loans to a secured basis.

## What happens if I pay my loan off early?

If after having taken a loan your circumstances change and you wish to repay your loan early you will have to ask the lending company for a 'redemption' or 'settlement' statement- this will detail how much you have to pay to redeem the loan.

Most of the loans that we arrange are regulated under the Consumer Credit Act (CCA). If you have a Consumer Credit Act loan and wish to settle the loan early, the settlement will be calculated in accordance with the Consumer Credit Act (Early Settlement) Regulations 2004. This provides that the settlement figure will be the balance outstanding, plus one month's interest, with the settlement deferred by one month.

The settlement figure will be calculated to a day 28 days after the day the lender receives the request for a settlement figure, although consumers may request a later date if they wish. If the original loan term is for more than one year the lender may defer the calculation by one month (or 30 days). You should remember that unless the lender instructs otherwise any payments falling due prior to the settlement date should be paid.

If your loan is not regulated by the Consumer Credit Act then the early settlement terms will be included in the wording of the Credit Agreement.

You will always be advised of all early repayment charges.

## Do I have to carry on making my payments on my mortgage, loan and credit cards?

It is essential that you continue to make payments while your application is being processed. If you miss any repayments it may affect your credit rating and your ability to get credit now or in the future.

## Your right to withdraw

If you are applying for a secured loan the law requires you to be given copies of the loan agreement (and all relevant documents) in order that you can read the documents carefully and consider the loan properly.

You will have seven clear days to study the document.

During this time neither the lender or broker is allowed to initiate contact (they can respond to any questions or queries raised by you).

This period, is known as the “consideration period” and gives you an opportunity to take independent advice.

You will not be given a “signable” copy of the agreement until the expiry of the consideration period.

Once the signable documents have been received you have a further seven days to consider the loan before either the lender or broker can initiate contact again.

If you do not sign the agreement the loan will not be granted.

## What if your partner wants the loan and you do not?

Sometimes a person may want a loan when their partner does not. One person may pressurise another to take a loan. This pressure, which does not have to involve violence, is called “undue influence”. Lending companies do not want to lend when this happens. Tell the lending company and the loan will not go ahead.

## Payment Protection Insurance

CSC Loans do not advise on insurance but customers should always check their current arrangements to make sure loan repayments can continue to be made should a problem arise. We recommend you take appropriate advice.

## What happens if I fall behind with the payments?

**Do not take out a loan unless you know you can keep up the monthly payments.**

If circumstances change which may cause late or non payment the lending company **must** be informed.

The lending company may be able to help you with a number of options if the account is not too far behind or better still no payment has yet been missed.

The lending company may, if you fail to make payments on time, notify a credit information bureau of the late or non payment and this may injure your credit status.

If payments have been missed the lender will write informing you that the account is in arrears. The lender may charge a fee for this type of letter and these fees may be added to the loan balance. This will attract interest (sometimes called "default interest").

**DO NOT IGNORE MISSED OR LATE PAYMENTS. TAKE ACTION- INFORM THE LENDING COMPANY OF THE PROBLEM AS SOON AS POSSIBLE.**

If a lending company has to instruct solicitors to take action against you to recover their money they will, ordinarily, add these costs to the loan. This is the same for most banks, building societies and finance companies.

If any mortgage holder repossesses your property and the sale of the property does not cover the debt(s) you will still be liable to pay any outstanding amount.

Lenders are subject to very strict rules in their communications with customers and this particularly applies to arrears and repossessions. Lenders must talk to you about any problems and provide you with relevant information, which includes

- explain what their procedures are and will discuss your options with you;
- take into account money you tell them you owe to other lenders or any other commitments you tell them about;

- tell you if they pass your account to someone else to collect the overdue payments on your loan, such as a debt collector or solicitor (they will always choose firms which agree to follow the Credit Services Association Code or OFT debt-collection guidelines).

Lenders will not harass you or put you under unnecessary pressure (however, they would expect to be able to contact you at reasonable times).

**Remember.....**

**YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON A MORTGAGE OR ANY OTHER DEBT SECURED ON IT.**

## Complaints

We do everything possible to ensure all our customers obtain a high standard of service. However there may be occasions when you feel that the level of service you receive has fallen below an acceptable standard. If this is the case you should contact us to voice your concerns.

## How to complain

If you feel that the level of service has fallen below an acceptable standard you can contact us by:

Telephoning: 01273 414099  
Email: [complaints@cscloans.co.uk](mailto:complaints@cscloans.co.uk)  
Writing: The Managing Director,  
CSC Loans Crown House, Crown  
Road, Portslade, BN41 1SH

## How long will it take to deal with the complaint?

Where possible we aim to resolve your complaint by the end of the next working day following receipt of your complaint.

If you have made a more detailed complaint and it is not possible for us to resolve it by the end of the next working day following receipt of your complaint, then within five working days of receipt, we will write to you to tell you who is dealing with your complaint. If we consider that your complaint would be more appropriately dealt with by another firm, for instance the lender, we will refer your complaint to that firm and provide you with their contact details.

The person dealing with your complaint will investigate the issues you raise and try to provide a final response to your complaint within four weeks. If it is not possible to provide you with a final response within four weeks, we will write to you again to let you know how your complaint is proceeding. We will provide a final response to your complaint within eight weeks. Our final response will also include a leaflet about the Financial Ombudsman Service.

## Financial Ombudsman Service

If you are not happy with our final response you are entitled to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman offers a free service where they will look at your complaint along with our response independently.

The Financial Ombudsman Service will only consider your complaint after we have provided our final response. If you want the Financial Ombudsman Service to look into your complaint, you must contact them within six months from the date you received our final response.

You can find out more about the Financial Ombudsman service on their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You can write to the Financial Ombudsman Service at:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Telephone: 0845 0801800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Data Protection

In simple terms the Data Protection Act requires companies and individuals who process and retain information about their customers to tell the customer how the information will be used and to what purposes it will be put. The Act does not restrict itself only to information kept on a computer; it is relevant to any ordered filing system.

The information below describes how your data will be processed. If your information is to be processed differently the trader will tell you.

Neither we nor the lender will reveal information we hold about you to others, unless:

- we have your permission to do so;
- we have to by law;
- we have a public duty to do so.

## Credit Brokers

If you have applied to a broker who advises on credit they will use the information you have provided to:

- v process the application you have made;
- v make, or cause searches to be made, at a credit reference agency, or agencies (see the note on the following page)- these searches will be shown to other lenders in connection with applications made by you. Multiple searches made in a short period may adversely affect your credit profile and may make credit harder for you to obtain.

Information held about you by a credit reference agency may already be linked to records relating to another person, for example your spouse, and for the purpose of your loan application you will be treated as financially linked. Your loan application will be assessed with reference to all linked records.

If you are making a joint application you are confirming that you are linked financially with another person, and that you are entitled to (a) disclose information about that person and/or anyone else referred to by you and (b) authorise the broker and any lender involved in the application to search, link and/or record information at credit reference agencies about you and or/anyone else referred to by you. (Links remain on file at credit reference agencies until one of the parties successfully files a disassociation. Also some traders will offer you a choice to apply in your sole capacity, as long as the loan is not in joint names and you declare that you are not doing so to avoid any bad debts on the part of the partner.)

The broker may also use the information:

- v to offer you other products which they make available;
- v to pass your details on to a lender or lenders they feel may be willing to lend you money; a broker should inform you each time an application is made on your behalf such that a search "footprint" will be left at the credit reference agencies;
- v to pass on your details to another broker, if your broker is not able to arrange finance for you;
- v to write to you in the future with a view to offering you products they feel may be of interest to you;
- v to pass your details to another broker in the future with a view to them offering you products they feel may be of interest to you;

The broker may keep the information for several years. You can ask for the information not to be used to offer you other products.

Any other broker or lender to whom the information is passed during processing your application may use it in the same way.

Every company or person who processes or keeps data has a duty to keep that information up to date and accurate.

### **NOTE- CREDIT REFERENCE AGENCIES**

The name and addresses of the main credit reference agencies are:

Callcredit Ltd  
One Park Lane  
Leeds  
LS3 1EP  
[www.callcreditgroup.com](http://www.callcreditgroup.com)

Equifax PLC  
Credit File Centre  
PO Box 1140  
Bradford  
BD1 5US  
[www.equifax.co.uk](http://www.equifax.co.uk)

Experian Ltd  
Landmark House  
Experian way  
NG2 Business Park  
Nottingham  
NG80 1ZZ  
[www.experian.co.uk](http://www.experian.co.uk)

Brokers and lenders may use one or more of these agencies. Information about which credit reference agency was used should be made freely available.

## Lending Companies

Use of information when application is being processed.

Lenders to whom the application is passed will make wider use of the information than a broker. If you have received any lender documents, they should include a statement telling you what they will do with the information, or telling you where to look to find out what use they will make of it. This statement will usually be near any signature box, or clearly placed on the front page. If the information is not by the signature box there may be an "information padlock" sign drawing your attention to where the information is.

**This guide tells you all the likely uses; some lenders may only do some of the things we explain.**

Almost all lending companies will check the information supplied by you on loan or mortgage applications together with data held by credit reference agencies.

The lender may search on more than one occasion. If they do, only one search "footprint" will be left at the credit reference agencies. Lenders will use the information obtained in the credit reference searches to help them assess the application and they may use the result of any search in a credit scoring system.

A credit scoring system is a system by which points are given for various factors like your age, your job or even for information obtained from a credit reference agency, such as how you have repaid previous or existing credit. Lenders use different methods of scoring depending upon their interpretation of the importance of different factors and the level of risk they are willing to accept.

## YOU SHOULD BE TOLD IF A LENDER IS GOING TO USE A CREDIT SCORING SYSTEM.

The lender may check your details with the credit reference agency or with other agencies to satisfy itself that all the details on the application are true, and that the application has really been made by you.

If it suspects information is false or inaccurate it may report it to a fraud prevention agency.

Please ensure the information you give is true, as lending companies will check with fraud prevention agencies and if you give false or inaccurate information, and the lender suspects fraud, it will record this.

### NOTE – OTHER AGENCIES SEARCHED

As well as the credit reference agencies, there are agencies dealing specially with the checking of application details to identify possible fraud. This is a protection for honest applicants, although it can sometimes cause delays.

**Nobody has a right to receive a loan. Loans are always granted at the discretion of the lending company.**

## Fees

You should not be charged any upfront fees in relation to a secured loan. Any fees charged should be clearly stated on the proposed Credit Agreement. The company arranging your secured loan would normally add a fee to the loan in order to cover the processing costs (these costs might include a valuation of your property, a mortgage reference, land registry searches, bankruptcy searches, credit searches, etc.)

## How We Are Paid Commission

If one of our lenders pays out the loan you want, we as credit brokers will normally receive a commission from the lender. The amount of commission we will get is **£XX.XX**

This is for arranging your second charge loan. We may also receive additional commission based on the number of borrowers we introduce to the Lender, which is usually a percentage of the total value of all loans that we arrange for the Lender. (We may be required to return all or part of the commission to the Lender depending on how long you keep the loan for)

If you, or the lender, change the loan amount or instalments, the amount of commission we get may also change but it will still be worked out in the same way, which is as a percentage of the loan amount.

Any commission we receive will not affect the amount you pay under the loan agreement or your agreement with us. CSC Loans will receive the commission mentioned above and by signing this booklet you agree for the commission to be paid to CSC Loans.

We try to take account of your needs and financial situation when we look for a loan for you. When we arrange a loan, we choose from a panel of lenders some of whom pay us commission. We do not look at loans from other lenders who are not on this panel. We always try to offer you the loan from one of the lenders we use which has the lowest Annual Percentage Rate (APR), and which meets your needs.

**If you have any questions about the paperwork or conditions for your second charge loan, we recommend that you get independent legal or other professional advice.**

All borrowers must sign this section for us to go ahead with your loan application.

- I/WE HAVE NOT BEEN CHARGED ANY UPFRONT FEES BY ANY PARTY IN CONNECTION WITH THE PROPOSED SECURED LOAN.
- I/WE HAVE CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THE PROPOSED SECOND CHARGE LOAN AND WILL ONLY PROCEED IF I/WE FEEL THAT WE CAN COMFORTABLY AFFORD THE PROPOSED MONTHLY REPAYMENTS.
- I/WE HAVE READ CAREFULLY THROUGH THIS GUIDE.
- I/WE AM/ARE AWARE THAT MY/OUR PROPERTY IS AT RISK IF I/WE DO NOT KEEP UP REPAYMENTS ON A MORTGAGE OR OTHER LOAN SECURED ON IT.

1st Borrowers Name .....

Signature ..... Date .....

2nd Borrowers Name .....

Signature ..... Date .....

Think carefully before securing debts against your home. Your home may be repossessed if you do not keep up repayments on a mortgage or any other debt secured on it.

**(PLEASE SIGN AND RETURN THIS BOOKLET TO CSC LOANS IN THE PRE-PAID ENVELOPE)**

