

umbrella

finance & protection

Committed to Embracing the Financial Conduct Authority principles of Treating Customers Fairly. This means we will EMPOWER you by :-

- Providing you with clear and timely information about the products and services we offer, including fees, charges and any early repayment penalties.
- Discover your individual needs, preferences and circumstances before recommending any product to you.
- Only recommend a product that we consider suitable for you and that you can afford.
- Not recommend a product if we cannot find one we consider suitable.
- Encourage you to ask if there is something you do not understand.
- Resolve any concerns in a sympathetic and positive manner.
- Endeavour to ensure that your transaction is smooth and stress-free.
- Guide you if the lender is not treating you fairly, and assist you to resolve any matters with the lender.

You can help us to EMPOWER you by telling us :-

- As much as possible about your income and outgoings which will enable us to properly assess how much you can afford.
- Changes that might affect your ability to make any payments for your product before it commences.
- If there is any aspect of our service or a product we have recommended or discussed that you do not understand.
- If you think there are ways we can improve our service.

We look forward to a long term relationship with you.

Waqar Ahmed
Director

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RCCF Ltd is authorised and regulated by the Financial Conduct Authority. Our registration no is 304454.