



THE AFTERSALES NETWORK

TERMS OF BUSINESS

How we work together, in plain terms.

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Welcome

Thank you for choosing The Aftersales Network. This document is our Terms of Business — it sets out, in full, how we'll work together: what we do, what we ask of you, what you can expect from us, and how fees and commission work. It's a formal, legally binding document, because that protects both of us — but we've written it, and laid it out, so that you can actually follow what it means, not just what it says.

Each main section below opens with a short “In plain English” box explaining, in everyday language, what that part of the Agreement is about. The full wording underneath is what's legally binding — if anything in the plain-English summary and the formal wording ever seem to point in different directions, the formal wording is what governs. If anything is unclear, call us on 0845 299 6668 or 0207 117 2523 before you sign; we'd rather explain it now than have you guessing later.

About The Aftersales Network

The Aftersales Network is a whole-of-market commercial finance brokerage founded by Curtis Goring, who brings decades of frontline banking and relationship management experience to every client engagement, including 31 years as a Small Business, Commercial & Corporate Relationship Director with a leading high-street banking group. We work with property investors, entrepreneurs, sole traders, partnerships, and SMEs across commercial mortgages, bridging, development finance, asset finance, invoice finance, and healthcare finance, sourcing from across the market rather than a fixed panel.

At a Glance

In plain English

A quick summary before the detail. Everything here is explained fully in the numbered clauses that follow — this is just the headline version.

What happens next	We assess your requirement, present it to suitable Lenders from across the market, and keep you updated at each stage.
What it costs	Any Appraisal, Arrangement, or Renewal Fees for your case are set out in clause 7, including when a refund may apply.
Your rights	You can cancel certain agreements under the Consumer Credit Act 1974, complain to us or the Financial Ombudsman Service (clause 17), and ask us at any time about the commission we receive or how we use AI tools.
Your money	We do not hold client money at any point (clause 3).

An Agreement Between

The Broker

The Aftersales Network Limited

10 Deer Park Way, Waltham Abbey, Essex, EN9 3YL

Telephone: 0845 299 6668 or 0207 117 2523

Company number 07729039. Authorised and regulated by the Financial Conduct Authority — FRN 725655.

Member of the National Association of Commercial Finance Brokers (NACFB) — Membership No. 12/0090/CM

The Client

[CLIENT NAME]

[CLIENT ADDRESS]

Defined Terms

In plain English

Legal documents use precise, capitalised terms so there's no room for confusion later. This table is your glossary — if a word in this Agreement is capitalised (like Lender, Finance Offer, or Commission), its exact meaning is defined here. You don't need to memorise it, just come back to it if a term is unclear.

The Agreement	The agreement by and between The Broker and The Client, comprising these terms and conditions.
Appraisal Fee	The fee set out in clause 7.1 below.
Arrangement Fee	The fee set out in clause 7.2 below.
Completion	The date any Finance Agreement with a Lender becomes effective following a Lending Proposal.
Credit Broking Services	The Services which We provide to You under this Agreement.
Commission	A sum of money paid by a Lender upon completion of a task, introduction, or transaction.
Commencement of this Agreement	The date on which We commence providing Credit Broking Services to You.
Confirmation of Instructions Letter	Confirmation that You instruct the Broker to engage Credit Broking Services.
Consumer Duty	The FCA's cross-cutting rules and outcomes set out in PRIN 2A of the FCA Handbook, requiring firms to act to deliver good outcomes for retail customers.
Fee, Fees	The Appraisal Fee, the Arrangement Fee, or the Renewal Fee, as the case may be.
Financial Conduct Authority (FCA)	The conduct regulator for financial services firms and financial markets in the UK, and the prudential supervisor of the Broker.
Finance Agreement	A loan, credit, or hire agreement.
Finance Offer	A written offer setting out proposed terms of finance issued by any Lender, whether conditional or unconditional, or any replacement thereof.
Finance Product	An instrument by which a person may borrow money, make a financial arrangement, or save money.
Financial Services Register	The FCA register confirming the authenticity and permitted activities of regulated financial services firms.
Home Finance Plan	A regulated mortgage contract, home purchase plan, home reversion plan, or regulated sale and rent back agreement.
Lender, Lenders	Any lender to whom the Lending Proposal is presented.
Lending Proposal	The proposal prepared by Us setting out the requirements recorded in the Confirmation of Instructions, as varied from time to time.

Loan Amount	The sum of any amounts payable by a Lender to You following the issue of a Finance Offer by that Lender which has been accepted by You.
Privacy Notice	The notice provided to You about how We process Your Personal Data, maintained consistently with ASN-DP-001 (Data Protection Policy).
Regulated Mortgage Contract	A contract which, at the time it is entered into: (1) is one where a lender provides credit to an individual or trustees (the borrower); (2) provides for the borrower's repayment obligation to be secured by a mortgage on land in the UK; and (3) at least 40% of that land is used, or intended to be used, as or in connection with a dwelling.
Renewal Fee	The fee set out in clause 9.1 below.
Suitability Letter	A report outlining the basis on which the Broker has identified or presented a Lender or Finance Product having regard to the Client's stated requirements, together with relevant Commission disclosure, responsibilities, implementation arrangements, and next steps.
The Code	The Code of Practice of the National Association of Commercial Finance Brokers (NACFB).
The Broker	The Aftersales Network Limited, a company registered in England and Wales under company number 07729039, authorised and regulated by the Financial Conduct Authority under FRN 725655.
The Ombudsman	The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.
UK GDPR	The UK General Data Protection Regulation as it forms part of UK law by virtue of section 3 of the European Union (Withdrawal) Act 2018, read together with the Data Protection Act 2018 and as amended by the Data (Use and Access) Act 2025.
Unsecured Lending	A loan issued and supported only by the borrower's creditworthiness, rather than by any form of collateral.
Vulnerable Customer	A customer who, due to their personal circumstances, is especially susceptible to harm, particularly where the Broker is not acting with appropriate levels of care, as defined by FCA guidance (FG21/1).
We, Our, Us	The Broker, as referred to above.
You, Your	The Client, as referred to above.

1. Appointment of the Broker

1.1 This document sets out how We will deal with You in the provision of Credit Broking Services. We will start providing Credit Broking Services, and this Agreement will be dated, once We and You have signed or otherwise validly executed this Agreement in accordance with the Execution section below. That date will be the Commencement of this Agreement.

2. Standards Statement

In plain English

We're a regulated business, not an unregulated middleman. This section tells you exactly who regulates us and how to check that for yourself, in under a minute, using official public registers.

2.1 The Aftersales Network Limited (company number 07729039) is an authorised credit broker and not a lender. We are authorised and regulated by the Financial Conduct Authority under firm reference number 725655. The FCA regulates financial services in the UK. You can check Our authorisation and permitted activities on the Financial Services Register at <https://register.fca.org.uk/>.

2.2 The Aftersales Network Limited is a member of the National Association of Commercial Finance Brokers (NACFB), membership number 12/0090/CM. We adopt the Code of Practice and Minimum Standards set by the Association. You can verify Our membership by contacting the NACFB at <https://www.nacfb.org/>.

3. Client Money

In plain English

We never hold your money. Fees you pay us are payment for our own services, not funds we're safeguarding on your behalf.

3.1 The Broker does not hold client money. At no point in the provision of Credit Broking Services will the Broker receive, hold, or control money belonging to the Client for onward transmission or safekeeping.

3.2 Fees payable by the Client under clause 7 are payable directly to the Broker as consideration for Credit Broking Services rendered, and do not constitute client money for the purposes of the FCA's Client Money rules (CASS).

4. Consumer Duty and Our Commitment to Good Outcomes

In plain English

This is our commitment to you under the FCA's Consumer Duty rules: we'll aim to get you a genuinely good outcome, not just complete a transaction. That covers the products we introduce you to, whether the price is fair, how clearly we communicate, and the support we give you along the way.

4.1 Where the Consumer Duty applies to the Credit Broking Services We provide to You, We are committed to acting to deliver good outcomes for You, including in relation to: the products and services We introduce You to; the price and value of those products and services; the way We communicate with You; and the customer support We provide.

4.2 We will communicate with You in a way that is clear, fair, and not misleading, and that is likely to be understood by You, taking into account Your circumstances.

4.3 We will act in good faith towards You, avoid causing You foreseeable harm, and enable and support You in pursuing Your financial objectives so far as this is consistent with the non-advised nature of the Credit Broking Services described at clause 8 below.

5. Vulnerable Customers

In plain English

Life circumstances — health, bereavement, financial pressure, and more — can make anyone more vulnerable at certain times. If that applies to you, or to whoever's dealing with us on your behalf, please tell us. We'll treat that information carefully and think about what extra support or adjustments would help.

5.1 We recognise that a customer's circumstances — including health, life events, resilience, or capability — may make them more vulnerable to harm or less able to represent their own interests. If You consider that You, or an individual acting on Your behalf, may be a Vulnerable Customer, We encourage You to tell Us so that We can consider what additional support or adjustments may be appropriate.

5.2 We will treat any information You provide about vulnerability sensitively and in accordance with Our Privacy Notice and ASN-DP-001 (Data Protection Policy).

6. Artificial Intelligence Governance

In plain English

We use AI tools to help prepare documents, support our workflow, and check our own quality — the way any modern business uses software to work more efficiently. AI does not make lending decisions or recommendations about your case, and it never replaces a qualified person reviewing your file. A human is always responsible for the advice and service you receive from us.

6.1 The Broker may use artificial intelligence tools to assist with document preparation, administrative workflow, and internal quality assurance in connection with the Credit Broking Services.

6.2 Artificial intelligence tools will not be used to replace the professional judgement of an adviser, to make lending recommendations, or to determine the suitability of any Finance Product for You, without review and sign-off by an authorised individual at the Broker.

6.3 Any use of artificial intelligence in connection with Your data will be carried out in accordance with Our Privacy Notice and ASN-DP-001 (Data Protection Policy).

7. Appraisal and Arrangement Fees

In plain English

There are up to three possible fees: an Appraisal Fee for us assessing and preparing your funding proposal, an Arrangement Fee once a Lender actually makes you an offer, and a Renewal Fee if we need to keep working on your case beyond six months. The exact amounts for your case are set out below, and clause 7.3 explains when you may be entitled to a refund.

Appraisal Fee (clause 7.1)	[TO BE COMPLETED PER ENGAGEMENT — fixed amount, or state 'Nil']
Arrangement Fee (clause 7.2)	[TO BE COMPLETED PER ENGAGEMENT — % of Loan Amount]
Renewal Fee (clause 9.1)	[TO BE COMPLETED PER ENGAGEMENT — fixed amount]

7.1 Appraisal Fee. In consideration of the appointment, You will pay the Broker the Appraisal Fee shown above for the purposes of assessing and preparing the Lending Proposal. The Appraisal Fee is payable on the Commencement of this Agreement.

7.2 Arrangement Fee. At the point a Finance Offer is made by a Lender to whom We presented the Lending Proposal, You will pay, in addition to the Appraisal Fee, the Arrangement Fee shown above, calculated as a percentage of the Loan Amount. Payment of the Arrangement Fee shall be made within 14 days of the date of issue of the Finance Offer by that Lender. The Arrangement Fee is payable regardless of outcome once the Finance Offer has been presented to You.

7.3 Refund of Fees. Unless the Lending Proposal comprises an application for a Regulated Mortgage Contract or Home Finance Plan, You may be entitled to a refund if: (a) You do not enter into any other Finance Agreement within a period of 6 months commencing on the date We submit a Lending Proposal (or, where more than one Lending Proposal is submitted, the first Lending Proposal); or (b) within that period You accept a Finance Offer and enter into a Finance Agreement but exercise a right to withdraw under section 66A of the Consumer Credit Act 1974 or a right to cancel under section 69 of the Consumer Credit Act 1974. In either case We shall refund the Appraisal Fee and/or Arrangement Fee paid under this Agreement, less £5.00, in accordance with clause 7.4.

7.4 Where clause 7.3 applies, the refund shall be paid by Us within 30 days of the end of the period referred to in clause 7.3(a), or the date on which it becomes clear to Us that the Finance Offer will not proceed to Completion, whichever is sooner. Where the circumstances in clause 7.3 apply and Fees have become due, those Fees will cease to be payable.

7.5 For the avoidance of doubt, no Fees are refundable, and no Fees cease to be payable, where the Lending Proposal comprises a Regulated Mortgage Contract or Home Finance Plan.

7.6 The Arrangement Fee will become payable, or repayable if already refunded under clause 7.3, on the making of any new Finance Offer, or where a previous Finance Offer for which the Appraisal Fee was refunded results in a Finance Agreement being signed by You, subject to the same repayment terms as clause 7.3.

8. Client Acknowledgement

In plain English

This section confirms a few important things you're agreeing to: that you've had the chance to get independent advice, that we're introducing you to Lenders rather than acting as your personal adviser, that we're typically paid commission by the Lender as well as fees by you, and that you're happy to pay the fees set out above.

8.1 You acknowledge that You have been urged to seek such independent advice as You consider necessary before signing this Agreement.

8.2 We source Lending Proposals from an unrestricted number of Lenders. In this role We are doing no more than effecting an introduction between You and the Lender(s) to enable You to choose a Finance Product which, in Your sole opinion, is suitable for You. We are not Your agent and are not otherwise acting on Your behalf, and there is no duty upon Us to provide You with impartial advice, information, or recommendation, save as expressly required by the Consumer Duty commitments set out at clause 4 above.

8.3 We typically will receive Commission from the Lender as well as receiving Fees separately from You under clauses 7.1, 7.2, and 9.1 of this Agreement. For the avoidance of doubt, Commission is subject to the terms of Our arrangements with the paying Lender and is not subject to the refund arrangements at clause 7.3.

8.4 You have read the Broker's Terms and Conditions set out below and agree that they form part of this Agreement.

8.5 You consent to pay the Fees set out in clause 7.

8.6 You are aware that We typically will receive Commission from a Lender for introducing You to them, and You have no objection to Us receiving this amount. If You request information about the amount of Commission payable to Us, We will disclose the amount or, where the precise amount is not yet known, the likely amount, where required by applicable FCA rules.

9. Renewal of this Agreement

In plain English

This Agreement runs for six months from when we first submit a proposal for you. If you haven't taken out finance by then and want us to keep going, you can renew it for a further Renewal Fee, on the same refund terms as before.

9.1 This Agreement continues for a period of six months from the date We first submit a Lending Proposal for You, at which point, should You not by then have entered into a Finance Agreement, it will lapse. Should You then wish to continue receiving Credit Broking Services, after We have refunded any Fees payable to You under clause 7, You may request that We renew it upon payment of the Renewal Fee shown above. The Renewal Fee will be refunded by Us in the same circumstances and on the same conditions as clause 7.3.

9.2 Should this Agreement be renewed under this clause, it will continue on the same terms, subject to this clause, save that the Renewal Fee will be payable in place of the Appraisal Fee.

10. Mortgage Applications (“Mortgage Only Credit Broking”)

In plain English

If you've only asked us to help with a mortgage secured on property, tick that below — it means we won't offer you any other type of unsecured lending under this Agreement, and you're confirming that's what you want.

10.1 Where Credit Broking Services under this Agreement are provided only to enable You to enter into a loan secured by a mortgage over land or property, You will confirm this by Your signature or electronic acceptance below. In that case We are unable to, and will not, submit any lending proposal for You for any form of Unsecured Lending.

You have requested that We provide Mortgage Only Credit Broking, and You acknowledge, by Your signature or electronic acceptance below, that We are unable to and do not offer You any lending or finance products which do not involve a mortgage over land or property owned by You. We will not provide any other credit broking services to You.

Confirmed for Mortgage Only Credit Broking: [YES / NO]

Execution of this Agreement

In plain English

You can sign this in whichever way is easiest for you — the old-fashioned way with pen and paper, or electronically. Both count equally under the law, and either way this Agreement only takes effect once it's been signed or accepted by both of us.

This Agreement may be executed and accepted by either of the following methods, both of which are equally valid and binding. The method actually used will be indicated by completion of the corresponding section below.

Method A — Wet or Scanned Signature

Signed: [SIGNATURE]

(The Broker / an authorised officer for and on behalf of the Broker)

Signed: [SIGNATURE]

(The Client — a duly authorised partner for and on behalf of each of the partners in the Client, who shall be jointly and severally liable to perform the terms of this Agreement)

Dated: the [DAY] day of [MONTH AND YEAR]

Method B — Electronic Acceptance

Where the Broker makes this Agreement available to the Client through an approved electronic channel (including, without limitation, an e-signature platform, a client portal, or written confirmation by email from an address previously verified as belonging to the Client), the Client's electronic signature, portal confirmation, or affirmative email acceptance shall constitute valid execution of this Agreement, equivalent in effect to a wet signature, in accordance with the Electronic Communications Act 2000.

Accepted electronically by: [CLIENT NAME]

Date and method of electronic acceptance: [DATE / PLATFORM OR EMAIL REFERENCE]

Please note: the separate Finance Agreement between you and a Lender is its own document with its own signing requirements (including, where relevant, protections under the Consumer Credit Act 1974). Signing this Terms of Business does not sign that agreement for you.

Broker's Terms and Conditions

The sections below are more technical — they cover the mechanics of how we work together, your responsibilities, and what happens if something goes wrong. They're just as important as the sections above, so please read them, but we haven't repeated a plain-English box for every single one where the formal wording is already reasonably plain.

11. Confirmation of Instructions

11.1 Before signing or otherwise executing the Agreement, the Broker will complete a Confirmation of Instructions, which shall be read and take effect as if it forms part of the Agreement.

11.2 Any change to or variation of the Confirmation of Instructions will not affect the Client's liability to pay any Fee under the Agreement.

12. The Client's Duty to the Broker

In plain English

Please be open and complete with us, tell us about anything relevant that changes, and let us know if you plan to bring in another broker alongside us.

12.1 The Client agrees to act with utmost good faith in providing information to the Broker. This duty is continuous and applies to all information the Client provides, whether requested by the Broker or provided voluntarily. The Client agrees not to withhold information from the Broker.

12.2 The Client agrees to take all reasonable steps to comply with and satisfy any condition imposed by a Lender who has made a Finance Offer, in accordance with the requirements set out in the Confirmation of Instructions.

12.3 The Client agrees to notify the Broker if, at any time, the Client intends to appoint an additional or alternative broker or intermediary to obtain an offer of finance, whereupon the Broker shall be entitled to terminate this Agreement forthwith.

12.4 If the Client fails to notify the Broker of an intention to appoint an alternative or additional broker or intermediary before doing so, and an offer of finance is obtained from any Lender, the Client will pay the Arrangement Fee, calculated by reference to the Finance Offer made, in accordance with clause 7.2.

13. Introductory Commission

In plain English

A Lender typically will pay us commission for introducing you to them. We'll tell you more about that if you ask, and where the amount varies, we'll explain how in your Suitability Letter.

13.1 You acknowledge that a Lender typically will pay the Broker introductory commission in respect of funding set out in a Finance Offer. If You wish to receive further information about any such commission, including the amount, You will let Us know in writing.

13.2 Commission paid to the Broker will typically vary depending on the Lender or product. Where the nature of any financial arrangement, including the amount of commission or other remuneration, is known in advance of the Broker promoting or recommending a particular Lender or Finance Product, this information will be disclosed to You.

13.3 Having acknowledged the matters set out in the Client Acknowledgement at clause 8, the Client consents to the Broker receiving and retaining any commission paid.

13.4 You are aware that We are required to disclose the nature of Commission in Our communications, as well as when making a recommendation to You. Where the amount of Commission varies depending on the Lender, product, or other permissible factors, the existence and nature of that variable arrangement, and how it could affect Our recommendations to You, will be disclosed in Our Suitability Letter issued to You.

14. Conflicts of Interest

In plain English

If our interests and yours could ever pull in different directions — for example through a commission arrangement — we'll tell you about it before we act, rather than let it sit unspoken.

14.1 The Broker maintains arrangements to identify and manage conflicts of interest that may arise in the course of providing Credit Broking Services, including conflicts that may arise from Commission arrangements with Lenders.

14.2 Where a material conflict of interest cannot be avoided, the Broker will disclose it to the Client before proceeding, so that the Client can decide how to proceed with full knowledge of the circumstances.

15. Financial Crime Prevention

In plain English

As a regulated firm, we're required to check who we're dealing with. We may ask for identity or business documents before or during our work together, and we're required to report certain things to the authorities if the law requires it.

15.1 The Broker carries out customer due diligence, identity verification, and financial crime checks as required by applicable law, regulation, Lender requirements, and the Broker's own financial crime controls, including, where applicable, requirements arising under the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended.

15.2 Where the law requires it, We may be obliged to report certain information to relevant authorities and may not be able to tell You that a report has been made. We will not be liable for any delay in the provision of Credit Broking Services arising from due diligence checks conducted in good faith under this clause.

16. Termination

16.1 The Broker may terminate the Agreement by giving 14 days' written notice to the Client.

17. NACFB Code of Practice and Complaints

In plain English

If something goes wrong, tell us first — we'll investigate promptly. If we can't resolve it to your satisfaction, you may have the right to go to the Financial Ombudsman Service, though not every client is eligible; clause 17.4 explains who is.

17.1 The Broker agrees to act on behalf of the Client in accordance with the Code of Practice of the National Association of Commercial Finance Brokers (NACFB), as amended (the Code). A copy of the Code is available on request from the Association or at www.nacfb.org.

17.2 The Broker will investigate and deal with any complaints raised by the Client concerning the services provided under this Agreement promptly and reasonably. Where the Broker is unable to resolve a complaint to the Client's satisfaction, the Code of Practice sets out the procedures available to the Client, including NACFB Mediation.

17.3 Where a Client is unhappy with the Broker's response to a complaint, and the complaint falls within a regulated activity, the Client may be able to refer the complaint to the Financial Ombudsman Service. Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0800 023 4567 or 0300 123 9123. Website: www.financial-ombudsman.org.uk.

17.4 Eligibility to refer a complaint to the Financial Ombudsman Service is restricted by the Ombudsman's eligibility rules to specified categories of eligible complainant, including consumers, micro-enterprises, qualifying small businesses, charities and trusts, and certain guarantors, in each case subject to the applicable eligibility criteria and size thresholds set by the Financial Conduct Authority from time to time. Not all commercial clients of the Broker will be eligible. The Financial Ombudsman Service will determine whether a particular complaint falls within its jurisdiction.

17.5 Where the Client is entitled to complain to the Ombudsman, the Client is not bound to follow any alternative procedure first, and may complain to the Ombudsman within the timescales set by the rules applicable to that scheme, details of which will be provided by Us on request.

18. Amendments

18.1 Any amendment proposed by either the Broker or the Client shall be notified in writing to the other party. An amendment proposed by the Broker shall take effect on the date specified, unless the Client notifies the Broker to the contrary or requests an extension of time in the meantime. An amendment proposed by the Client shall take effect once accepted by the Broker in writing.

19. Privacy Notice and Data Protection

In plain English

How we handle your personal data is covered in full in our separate Privacy Notice and Data Protection Policy (ASN-DP-001) — this section just confirms that those documents apply and tells you our ICO registration number, so you can check us out for yourself.

19.1 A Privacy Notice is issued separately from this Terms of Business. Being transparent and providing accessible information about how We use Your personal data is a key element of the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025.

19.2 Our approach to data protection, including the lawful bases for processing, how We use Your information, marketing consent, what information is collected and why, Our data retention periods, and Your individual rights, is set out in full in Our Privacy Notice and in ASN-DP-001 (Data Protection Policy). The Broker is registered with the Information Commissioner's Office under registration number Z3044431. More detailed information can be obtained on request.

19.3 You must be confident that You understand how Your data will be processed. If You require clarification, please contact Us before entering into this Agreement.

19.4 If You have not received or seen the Privacy Notice, please contact Us before confirming this Agreement.

20. Assignments and Third-Party Rights

20.1 This Agreement is personal to the Client. A person who is not a party to this Agreement may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

21. Professional Indemnity

21.1 The Broker will maintain professional indemnity insurance cover in respect of its business, on standard terms offered by reputable insurers.

22. Exclusions

22.1 The Client accepts that the Broker shall have no liability for any economic loss, whether direct, indirect, or consequential, insofar as it relates to loss of business, loss of Client data, interruption of business, or loss of profits or goodwill, arising from the manner of performance by the Broker of its obligations under this Agreement. This exclusion does not otherwise affect any statutory rights of the Client.

23. Entire Agreement

23.1 This Agreement, together with the Confirmation of Instructions and any documents expressly referred to in it, constitutes the entire agreement between the Broker and the Client relating to its subject matter, and supersedes all prior discussions, representations, or agreements between the parties on that subject matter.

24. Severability

24.1 If any provision of this Agreement is held by a court or other competent authority to be invalid, illegal, or unenforceable, that provision shall be treated as removed to the extent of the invalidity, illegality, or unenforceability, and the remainder of this Agreement shall continue in full force and effect.

25. Notices

25.1 Any notice given under this Agreement shall be in writing and shall be delivered by hand, sent by pre-paid post to the address of the relevant party set out in this Agreement, or sent by email to an address confirmed in writing by the recipient for this purpose.

25.2 A notice shall be deemed received: if delivered by hand, at the time of delivery; if sent by pre-paid post, two business days after posting; and if sent by email, at the time of transmission, provided no delivery failure notification is received.

26. Choice of Law

26.1 This Agreement shall be construed in accordance with English law, and the parties irrevocably agree to submit to the exclusive jurisdiction of the English courts.

27. Related Documents

In plain English

This Agreement doesn't stand alone — it works alongside a small set of other documents that go into more detail on specific topics. You're entitled to see any of them on request.

- Privacy Notice
- ASN-DP-001 — Data Protection Policy
- Suitability Letter (issued per engagement)
- Complaints Procedure
- Lender Panel Charter
- Artificial Intelligence Governance / AI Usage Policy

Confirmation of Instructions

The Broker

The Aftersales Network Limited, 10 Deer Park Way, Waltham Abbey, Essex, EN9 3YL

The Client

[CLIENT NAME AND ADDRESS]

The Broker has been instructed by the Client to obtain an offer of funding from a reputable lending source. The following terms are those advised by the Broker as likely to apply to any offer of funding. They are subject to the Client's acceptance of the Broker's formal Terms of Business Agreement. When the Agreement has been executed by both parties, this Confirmation of Instructions will form a contractual part of the Agreement.

Required amount	[TO BE COMPLETED PER ENGAGEMENT]
Term	[TO BE COMPLETED PER ENGAGEMENT]
Interest rate	[TO BE COMPLETED PER ENGAGEMENT — e.g. Bank Base / SONIA + margin]
Type of loan	[TO BE COMPLETED PER ENGAGEMENT — e.g. capital and interest / interest only]
Early redemption fee	[TO BE COMPLETED PER ENGAGEMENT]
Security offered (incl. personal guarantees)	[TO BE COMPLETED PER ENGAGEMENT]
Client's estimated value of security(ies)	[TO BE COMPLETED PER ENGAGEMENT]
Lender's fees and disbursements (payable by the Client)	[TO BE COMPLETED PER ENGAGEMENT]

The Broker cannot guarantee that these terms will be achieved. Any Lender selected by the Broker will undertake a thorough examination of the Client's ability to service the loan, including approval of accounting and financial information and a valuation for bank purposes of any property offered as security. Approval of this information is at the sole discretion of the Lender, not the Broker. Factors beyond the Broker's control may emerge during this process and cause the Lender to vary the terms indicated in this schedule, which will be revised accordingly.

In addition, Lenders may require some or all of the following:

- Suitable insurance on, for example, buildings, plant, machinery, and stock
- Appropriate life or term assurance, including key person insurance
- Directors' guarantees
- An independent survey or valuation, for bank purposes, of any security
- Detailed financial and accounting information, including bank statements, projections, and accounts
- Independent solicitors to prepare and complete the loan and security documents
- Any other information necessary to demonstrate the viability of the application, e.g. a business plan

Execution of this Agreement

In plain English

You can sign this in whichever way is easiest for you — the old-fashioned way with pen and paper, or electronically. Both count equally under the law, and either way this Agreement only takes effect once it's been signed or accepted by both of us.

This Agreement may be executed and accepted by either of the following methods, both of which are equally valid and binding. The method actually used will be indicated by completion of the corresponding section below.

Method A — Wet or Scanned Signature

Signed: [SIGNATURE]

(The Broker / an authorised officer for and on behalf of the Broker)

Signed: [SIGNATURE]

(The Client — a duly authorised partner for and on behalf of each of the partners in the Client, who shall be jointly and severally liable to perform the terms of this Agreement)

Dated: the [DAY] day of [MONTH AND YEAR]

Method B — Electronic Acceptance

Where the Broker makes this Agreement available to the Client through an approved electronic channel (including, without limitation, an e-signature platform, a client portal, or written confirmation by email from an address previously verified as belonging to the Client), the Client's electronic signature, portal confirmation, or affirmative email acceptance shall constitute valid execution of this Agreement, equivalent in effect to a wet signature, in accordance with the Electronic Communications Act 2000.

Accepted electronically by: [CLIENT NAME]

Date and method of electronic acceptance: [DATE / PLATFORM OR EMAIL REFERENCE]

Please note: the separate Finance Agreement between you and a Lender is its own document with its own signing requirements (including, where relevant, protections under the Consumer Credit Act 1974). Signing this Terms of Business does not sign that agreement for you.

Appendix A: Document Control Log

This appendix is an internal governance record and is not required reading for the Client. It is retained here for audit, compliance, and NACFB Approved Complaints Procedure (ACP) purposes.

Document Control

Document Reference	ASN-TOB-005
Document Title	Terms of Business
Version	8.1
Status	Approved — supersedes ToB v7, v6, v5, and legacy ToB v4 (September 2022)
Owner	Curtis Goring, Managing Director
Regulated Entity	The Aftersales Network Limited — Company No. 07729039 — FCA FRN 725655
NACFB Membership	12/0090/CM
Classification	Client-Facing — Contractual
Effective Date	10 August 2026
Next Review Date	10 August 2027

Summary of Changes Since ToB v4 (September 2022)

- v5/v6: Added Consumer Duty, Vulnerable Customer, AI Governance clauses; moved data protection references from EU GDPR to UK GDPR/DPA 2018/DUAA 2025; scoped FOS eligibility; added electronic acceptance; added plain-English summaries throughout.
- v7: Added Client Money statement (clause 3), Conflicts of Interest (clause 14), Financial Crime Prevention (clause 15), Entire Agreement (clause 23), Severability (clause 24), and Notices (clause 25) — all previously absent from every version reviewed, including the industry template used by a comparable NACFB-member brokerage.
- v7: Added Suitability Letter commission-variation disclosure (clause 13.4), Related Documents list (clause 27), table of contents, an At a Glance summary, an About Us paragraph, and a direct contact line.
- v7: Full clause renumbering carried out to accommodate new clauses; all internal cross-references checked and updated.
- v8: Following external regulatory review — corrected “keyman insurance” to “key person insurance” and “Officer” to “officer”; added guarantors as an eligible FOS complainant category (clause 17.4); tightened commission-amount disclosure wording (clause 8.6); softened AML clause scope to avoid overstating the Broker’s MLR 2017 status (clause 15.1); revised the Suitability Letter definition to remove a drafting tension with the non-advised positioning at clause 8.2.
- v8.1: Following NACFB Assurance review, updated the Standards Statement to clarify that The Aftersales Network Limited is an authorised credit broker and not a lender; amended lender commission wording throughout the document from “may receive/pay” to “typically will receive/pay” to provide greater certainty and transparency regarding the Broker’s remuneration arrangements.