

IFG Hire & Sales Ltd T/A HAFF COMMERCIALS

Wises Oast Business Centre, Wises Ln, Sittingbourne, Kent, ME9 8LR.

Registered in England and Wales No. 13837907

PRIVATE AND CONFIDENTIAL

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TERMS OF BUSINESS

1 – Who Are Haff Commercials?

IFG Hire & Sales Ltd T/A Haff Commercials was established in 2022 with the aim to help business owners and private individuals purchase the best new and used light commercial vehicles, with unrivalled service and funding options. We pride ourselves on putting our customers first and we will always endeavour to deliver our services with integrity and transparency. We are based in the heart of Kent, but we work with companies and individuals based all over Great Britain. We are a van sales company and we act as a credit broker in obtaining finance on our client's behalf when purchasing a vehicle from us.

IFG Hire & Sales Ltd is part of the IFG Group. Our group companies include, IFG UK Holdings Ltd, IFG UK LTD and IFG Hire & Sales Ltd.

2 – Our Process?

We may receive an enquiry through various channels, including online enquiries, direct applications from existing clients, or referrals from third parties. We will then liaise with yourself to firstly find you the ideal vehicle and then find out your requirements from the finance facility and what you are trying to achieve by getting finance. You will then be provided a copy of this document along with our customer privacy notice electronically. Once we have obtained all the necessary information from you, we will approach lenders appropriate to your needs and circumstances with a view to obtaining an offer of finance. We may secure more than one offer of finance. When an agreeable offer is received & you have been fully informed of the details of the agreement and expressed satisfaction with it, you will be asked to sign that particular lender's finance documents and then, within a specified time frame, the funds will be transferred to us for the vehicle and we will arrange delivery or collection.

3 – What Are Our Fees?

We will not charge you any fee for our brokering services as we receive payment directly from the lender. We will receive a commission payment from the lender or broker who we arrange your finance with, generally this is a percentage% of the advance on the documentation. For any agreement you enter that is introduced by us, we will receive a payment.

For private individuals and sole traders with less than 4 partners, we will introduce you directly to a lender. Here we will not have the ability to influence commission and it is a fixed % received on every agreement.

For limited companies we will generally introduce you to our sister company, IFG UK LTD, certain lenders here we have the ability to influence this amount of commission we receive whether that be reduce or increase the amount. We negotiate commissions with certain lenders depending on the circumstances of risk to us and the financier and the commission we receive from the lenders, will impact the amount you pay under your agreement.

Any commission received is only payable to us once you enter into a finance agreement after accepting an offer of finance.

If billed a direct fee for holding deposits or deposits on finance agreements, IFG Hire & Sales Ltd will issue an invoice directly. Employees of Haff Commercials may inform you deposits are due, but will NEVER request direct payment, they will only be issued by the director, with no exceptions in any circumstances.

Payments should only ever be made to the following bank account details:

Account Name – IFG Hire & Sales Ltd

Account Provider – Lloyds Bank

Sort Code – 30.84.63

Account Number – 81280560

Haff Commercials/IFG Hire & Sales Ltd hold no responsibility for any other fee payments that are not in this described manner

In addition, from time to time, we may refer you to a third party for products or services we do not directly offer. We will only do this when you have directly expressed interest and asked us to do so. Haff Commercials will only refer to businesses we have done our own due diligence on, therefore we are satisfied with their standard of service, honesty, integrity, and professionalism. We refer to these parties as our 'Approved Suppliers'. Examples of business we may refer you to are as follows: Plant Sales, Signwriting & vehicle wrapping, trailer sales and so on. If you ask us to introduce you to a third-party supplier for non-credit products or services, we may receive a fee from the supplier for the introduction. We will not be liable in respect of any agreement that you subsequently enter into with that third-party supplier.

4 – Our Services?

Our core service is selling commercial vehicles. We also act as a credit broker for customers purchasing vehicles from us that require finance. We will endeavour to act in your best interests at all times based on the information gathered. When the preferred option has been agreed, we will provide you with information about the borrowing facility and the provider of this to ensure you understand your responsibilities and commitments before proceeding. We ARE NOT independent financial advisors; however, we will advise or make recommendations to you on products, subject to your personal circumstances. You are not obliged to take this advice or recommendation and if you are at all unsure about a product after we have explained it, we strongly suggest contacting a financial advisor to assess the impact on you or your business. Our expertise in these types of arrangements will help us determine which is most appropriate for our client. Once we have identified the appropriate type of lending, we will then go through the terms of the arrangement before you proceed with any formalised paperwork.

5 – Complaints and How We Handle Them?

Our aim is to provide you with a professional and compliant service that delivers the highest possible standards. However, there may be occasions where you feel this has not been achieved. Should you wish to make a complaint about any aspect of the service we provide to you, a summary of our complaints handling

procedures for the reasonable and prompt handling of complaint, is available on request. If you are not happy with the service you have received from Haff Commercials, in the first instance you should contact: The Director at IFG Hire & Sales Ltd – Luke Haffenden How to get in contact: Direct Mobile – 07496 419781. Email: info@haffcommercials.co.uk . In writing: IFG Hire & Sales Ltd, Wises Oast Business Centre, Wises Ln, Sittingbourne, Kent, ME9 8LR.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service; Exchange Tower, London, E14 9SR, at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

6 – Your Duty To Us?

You, The client, agrees to act with utmost good faith in the provision of information to us for credit purposes as the broker. The duty is continuous and applies to all the information you as the client provide, whether we as the broker have asked for it or whether you have provided it voluntarily. The Client agrees not to withhold information from The Broker. Exclusions: You accept that we shall have no liability for any economic loss (whether direct, indirect or consequential) insofar as it relates in any way to loss of business, loss of data, interruption of business or loss of profits or goodwill because of the manner of performance by us of any obligations arising under The Agreement. This exclusion of liability will not, however, otherwise affect any statutory rights you have as the client. The Agreement shall be construed in accordance with English Law and the parties irrevocably agree to submit to the exclusive jurisdiction of the English Courts.

Privacy Notice and Data Protection

A Privacy Notice document has been issued by us to the you separately from the Terms of Business Agreement, further details of which (and a copy of the same) is available upon request. Being transparent and providing accessible information to individuals about how the Broker will use the Client's personal data is a key element of the General Data Protection Regulation (GDPR). The Privacy Notice details lawful bases for processing data, who We are, how We use the information about You, marketing consent, what information is collected, why the personal data is required, Our data retention periods and individuals' rights to personal data. More detailed information can be obtained on request. You must be confident You understand how Your data will be processed. If You require further clarification, please contact Us before entering into the Agreement.

Customer Declaration For Our Terms of Business

YOUR CONSENT

We intend to rely on this document for the services we provide to you and request that you provide your agreement to our charges above. For your own benefit and protection, you should read these terms carefully before agreeing. If you do not understand any matters within, please ask your point of contact for further information.

AGREEMENT OF THE TERMS OF BUSINESS.

This document is issues electronically via our SMS service. If you are happy to agree to our Terms of Business, please reply back with:

TOB and YES.