

Forward Business Enterprises Ltd t/a Forward Finance

Consumer Duty Policy Document

Introduction

This policy document sets out our commitment to meeting the requirements of the Financial Conduct Authority's (FCA) Consumer Duty. The Consumer Duty is a new set of rules that come into force on 31 July 2023. It requires firms to act to deliver good outcomes for retail customers.

Our Commitment

We are committed to treating our customers fairly and providing them with the best possible service. We will do this by:

- Being transparent about our products and services
- Making sure that our customers can afford to repay their loans
- Providing clear and concise information about our loans
- Being responsive to customer queries
- Resolving complaints promptly

Our Approach

We will implement the Consumer Duty by:

- Conducting regular reviews of our products and services to ensure that they are fair and meet the needs of our customers
- Training our staff on how to treat customers fairly and how to identify and mitigate risks
- Having a robust complaints handling process

Conclusion

We are committed to meeting the requirements of the Consumer Duty and to providing our customers with the best possible service. We believe that this policy document sets out our commitment and our approach to meeting the Consumer Duty.

Specific Requirements

In addition to the general principles set out above, we will also comply with the following specific requirements of the Consumer Duty:

- **We will be transparent about our fees and charges:** We will provide customers with clear and concise information about all fees and charges associated with our loans. This information will be provided in a way that is easy to understand, and it will be available to customers before they sign up for a loan.
- **We will make sure that our customers can afford to repay their loans:** We will

assess our customers' ability to repay a loan before we make it available to them. We will take into account factors such as the customer's income and expenses.

- **We will provide clear and concise information about our loans:** We will provide customers with clear and concise information about the terms and conditions of our loans. This information will be provided in a way that is easy to understand, and it will be available to customers before they sign up for a loan.
- **We will be responsive to customer queries:** We will respond promptly to customer queries about our loans. We will provide customers with clear and concise information about their loans, and we will help them to understand their options.
- **We will resolve complaints promptly:** We will investigate customer complaints promptly and take steps to resolve them as quickly as possible. We will keep customers informed of the progress of their complaint, and we will provide them with a final response within a reasonable timeframe.

We believe that by complying with the Consumer Duty, we can help to build trust and loyalty with our customers. We can also help to protect our company from regulatory action.