

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.

Amanpreet Gill

Director

Umbrella Finance & Protection, PC 121, The Lightbox, 111 Power Road, Chiswick, W4 5PY
t: 0204 541 9786 e: mail@umbrellafp.com w: www.umbrellafp.com

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