



Business

Your guide to financial assessment and difficulties



Financial assessment

There may be times when you want to borrow money from us, or increase your overdraft or borrowing limit. Before we can arrange this we need to assess your ability to repay the money.

We may assess the following:

- Information you give us, including information to prove your identity and why you want to borrow the money.
- Your business plan and accounts, including cash flow, profitability, existing and future financial commitments, financial plans (business and personal) and anything you foresee which may affect your ability to repay.
- Any personal financial commitments which may affect the business.
- How you have handled your finances in the past.
- Information we get from credit reference agencies and, with your permission, others, such as other lenders, and your landlord.
- Credit assessment techniques, such as credit scoring.
- Any security provided.

Security for your borrowing

If we ask you for security to support your borrowing or other liabilities, we will tell you why we need this security. We will make sure that any documents are easy to understand by avoiding technical language whenever possible. We will make sure that you have the opportunity to discuss with us anything you are not sure about.

You should read the documents carefully and feel free to ask us questions and get independent legal advice, particularly if you are not sure about your liability. By law, we both must keep to the responsibilities set out in the documents, and you should only sign them if you understand them.

If you ask us, we will tell you under what circumstances we will agree to release the security.

We may agree to accept security provided by another person to support your business' liabilities. If you want us to accept a guarantee or other security from another person for your liabilities, we may ask you for your permission to give confidential information about your finances to the person giving the guarantee or other security, or to their legal adviser.

If the guarantee or other security is provided by an individual rather than a business, we will also:

- recommend that the person providing the guarantee gets independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice)
- tell them that by giving the guarantee or other security they may become liable instead of, or as well as, you; and
- tell them what their liability will be.

We will not take an unlimited guarantee from individuals other than to support liabilities under a merchant agreement. We will only accept unlimited guarantees from companies.

Financial difficulties

We will consider cases of financial difficulty sympathetically and positively. You will usually spot problems first and should let us know as soon as possible. If we become aware of problems, we will let you know in writing. If speed seems to be important, we may try to contact you by phone, fax or email (please remember we cannot guarantee security of messages sent by email).

This list gives a few examples of what may concern us, particularly if you do not explain what is happening.

- If you go overdrawn without our agreement.
- If you go over your agreed overdraft limit, especially more than once.
- If there are large increases or decreases in your business' turnover.
- If you are trading at a loss.
- If you suddenly lose a key customer or employee.
- If you sell a large part of your business.
- If you use a facility for purposes other than those agreed with us.
- If you fail to make a loan repayment.
- If you do not keep to conditions set out in the loan agreement.
- If you do not supply agreed monitoring information on time.
- If another creditor brings a winding-up petition or other legal action against your business.

We will do all that we can to help you overcome any difficulties. We will develop a plan with you for dealing with your financial difficulties and we will confirm in writing, what we have agreed.

To find out where to get free, independent money advice visit our [Managing Debt](#) page.

tsb.co.uk/business/loans-and-finance/managing-debt

Any property given as security which may include your home, may be repossessed if you do not keep up repayments on your mortgage or other debts secured on it.

All lending is subject to a satisfactory credit assessment and we will need your permission to carry out a credit check on you and your business. You should not apply for an amount that you cannot comfortably afford to repay now and in the future to avoid the possibility of legal action.

Our service promise

We aim to provide the highest level of customer service possible. However, if you experience a problem, we will always seek to resolve this as quickly and efficiently as possible. If something has gone wrong, please bring this to the attention of any member of staff. The complaint procedures are also published on our website: www.tsbbusiness.co.uk/contactus

If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3852** (lines open from 7am to 11pm, 7 days a week).

If you have a hearing or speech impairment you can contact us using Text Relay (previously Typetalk) or Textphone on **0345 835 3852** (lines are open 24 hours a day, seven days a week). If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **0203 284 1576**. Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to an adviser for more information. Calls may be monitored or recorded.

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TSB Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

TSB adheres to The Standards of Lending Practice for business customers, which are monitored and enforced by the Lending Standards Board: www.lendingstandardsboard.org.uk. To read more about our lending commitments to you go to tsb.co.uk/business-lending-practice.

TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

(Please note that due to the schemes' eligibility criteria not all TSB business customers will be covered by these schemes.)

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