



Finance and Leasing Association

Business Finance Code Complaint Form

Business details

Business name:

Address:

Telephone:

Email:

Agreement details

FLA member providing the finance:

Agreement number:

I confirm that I would like the FLA to discuss my complaint, including any relevant documentation, with the FLA member concerned. The FLA may need to collect information about the agreement and account. I authorise the FLA member concerned to provide this information to the FLA.

I have enclosed the following:

- Details of why I believe the FLA member has not followed the FLA Business Finance Code
- Copy of my agreement with the FLA member
- Copy of my complaint to the FLA member and any response
- Copies of any other relevant documents or correspondence
- Details of any legal proceedings or decisions on this matter from independent arbitration or ombudsman schemes

Signature:

Name:

Title:

Date:

Please return to Business Finance Code Complaints at the address below.