



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 (unfortunately we are unable to assist in cases which have been subject to legal proceedings)

Signature:

Name:

Title:

Date:

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