

Premium Finance - Disclosure Information

When we have provided you with an insurance quote there may be an option to pay the premium by direct debit and if this is available we will provide you with additional information to enable you to establish whether you wish to pay by this method.

If you wish to pay by instalments, we need to go through a series of disclosures and questions with you and you must agree to this to proceed further.

Initially, you will be made aware that:

1. you are entering into a Finance agreement with Creation Consumer Finance (Creation) and we act as an agent on its behalf.
2. this is the name that will appear on your bank statement
3. any credit amounts will be paid directly to Creation from Penk Insurance to pay your insurance premium and that you will not receive the credit yourself
4. the agreement is continuous and has no fixed or minimum term and it may allow further credits for any adjustments resulting in additional premiums, any adjustments resulting in a return premium (including policy cancellation) will be credited to the agreement
5. the credit limit is set by Creation Consumer Finance

We will then provide you with the terms of the credit agreement including:

1. the amount of the upfront deposit payment required (if applicable)
2. the amount of the financed premium to fund your insurance policy and any add-ons or fees
3. the interest rate applied to your finance and the representative APR amount
4. the total amount you will pay for the insurance policy including interest
5. the cost of the monthly instalments and the number of months over which this will be payable

We will then ask you whether you can cover these payments each month and we will only proceed further if you can.

We will then confirm:

1. on which date the first monthly direct debit will be collected and you must agree to this date for us to proceed further
2. should you wish to change your payment date, this can be amended once the first payment has been successful
3. if you do not pay a missed instalment within 14 days, Creation may request the insurance policy will be cancelled and any return premium will be applied to your balance and you will be liable for any further balance due. In the event the balance is not paid, Creation may instruct legal action and you may be responsible for Creation legal cost. This may impact your credit rating. which should you default on the loan payments, Creation will charge a fee of £25 for each arrears notification, each time a direct debit is not set up, is cancelled or returned and on each occasion a cheque is returned, this could also have an impact on your credit rating
4. that Creation may charge default interest if a monthly payment is not received on time.
5. that manual payments by debit card will incur a £3 fee and credit cards will incur a 4% fee

We will then disclose to you that:

1. by verbally agreeing to these terms, you are bound by both our terms of service and Creations credit agreement.
2. you have entered into a Finance arrangement and should you wish not to proceed, You have the right to cancel this agreement and you have 15 days from receiving your documentation from Creation to withdraw from it and you need to repay Creation within 31 days of notifying them.
3. you are also entitled to repay all, or part of the outstanding balance early during the duration of your agreement.

3. Creation Consumer Finance may complete a credit search on your finance application, a record of this search will be placed on your credit file and should they wish to withdraw from offering you Finance we will contact you immediately.
4. your Direct Debit instruction with Creation Finance and the Welcome Pack will be sent via post within 7 working days and will contain further information about the Company and your agreement and once you are happy with the contents, you will be required to sign and return the form in the pre-paid envelope. Please note that by providing a valid e-mail address, Creation Finance will also send you an e-mail with details of how to sign your credit agreement online.
5. if you do not return the agreement or e-sign online within 21 days, Creation will apply a fee of £10 and deduct this with your next instalment. Should you wish to contact them, their telephone number is 0371 376 9200 or write to them at the address provided in the Welcome Pack.

We will then ask you whether you have any questions regarding this credit facility and we will only proceed further once we have answered any questions you may have and you are completely satisfied to proceed further.

We will then need to establish:

1. that you are the account holder
2. that the bank account is suitable for direct debits
3. whether you will be using a personal or business bank account
4. that you are an authorised signature for this bank account (& if you are not we will need to speak to the authorized account person to proceed further)
5. the bank/building society, account name, account number and sort code details

After confirming back to you the account details, we will confirm to you:

1. the amount of the first monthly payment and the date on which this will be taken
2. the number of monthly payments there will be and the date on which these will be collected
3. that the company name will show as Creation on your bank statement

We will then ask you to confirm that you are happy to proceed with the setup of the credit agreement to support monthly payments for the insurance policy and we will only proceed further if you are in complete agreement to do so

You will be told that all Direct Debits are protected by the Direct Debit Guarantee and details will be sent out in the Welcome Pack. You will be given the option for us to read this to you or for you to read within your own time?

The Direct Debit Guarantee

If there are any changes to the amount, date or frequency of your Direct Debit, Creation Premium Finance will notify you 5 working days in advance of your account being debited. If you request Creation Premium Finance to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made you are entitled to an immediate refund from your bank or building society. If you receive a refund that you are not entitled to, you must pay it back when Creation Premium Finance asks you to. You have the right to cancel a Direct Debit Instruction at any time and this guarantee is offered by all banks and building societies. Please note under the terms of the Credit Agreement, you must pay each monthly payment by direct debit, so if you cancel your direct debit instruction you will be required to set up another one.

Upon closure, we will ask you whether you have any further questions regarding your finance agreement or the insurance policy we have arranged.