



GENERAL INFORMATION

Use the below information to decide if our services are right for you.

About Us

Aspire Asset Finance Ltd a trading style of **Aspire Asset Finance Ltd** ('we'). We are located at 12 Nightingales, Bishops Stortford, CM23 5JQ.

We are a credit broker that introduces you to a financial provider to meet your finance demands and needs.

The Financial Conduct Authority

We are authorised and regulated by the Financial Conduct Authority ('FCA'). The particulars of our registration can be checked on the Financial Services Register (www.register.fca.org.uk) using our Firm Reference Number 782120 or by contacting the FCA on 0800 111 6768.

Scope of Services

We obtain relevant information about you and your funding requirements and submit the same to suitable lenders on our panel. We present to you the results from lenders who are willing to offer you credit. We work with a number of lenders to whom we present your funding requirements. Please note that we do not provide advice and/or recommendations about the suitability of credit products offered by the lenders on our panel.

Remuneration

We are remunerated from our finance providers by way of commission paid to us by the finance provider. Please note that the remuneration is not included in the premium.



Ownership

We may have close links with the lenders which introduce you to. Close links, in this context, refers to the following ownership interests, namely shareholding, voting rights and capital. No insurance undertaking has close links with us by way of having any ownership interests in us (i.e. by way of direct or indirect holding in us or voting rights or capital).

Complaints

We are committed to resolving complaints as quickly as possible. In the unlikely event that you wish to make a complaint, please either call us on [number] or put in writing to [email]. Alternatively, you can post it to the following address: [address]. We will initially acknowledge your complaint within [X] business days, please be aware that we may take up to [X] weeks to respond to you with our final decision. We aim to keep in contact with you during this time and update you with the progress of our investigation into your complaint.

If you remain dissatisfied with our response about our service, you have the right to refer the matter to the Financial Ombudsman Service, Exchange Tower, London E14 9SR, telephone: 0300 123 9123, email: