

Membership Application Questionnaire

Name of business(es) applying for membership of the Consumer Finance Association. *The questions below relate only to that business or those businesses.*

List the legal and trading names for which you have a consumer credit licence in the UK, together with the licence numbers.

List the legal names for which you have an entry on the Data Protection Register held by the Information Commissioner together with the registration numbers.

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|---|-----------------|
| Are you regulated by the UK Financial Services Authority? | Yes/No |
| Do you operate on-line? | Yes/No |
| Do you have store locations in the UK? | Yes/No |
| Do you have staff located in the UK? | Yes/No |
| Do you lend your own money or act as a broker for others? | Own/Broker/Both |

| | |
|--|--------|
| Are you registered for anti-money laundering purposes? | Yes/No |
| If you are registered, with which regulator? | |

What advertising mechanisms do you use?

Please provide copies of any notices or correspondence relating to any alleged violation or infringement of any laws or regulations in the UK in the past 10 years.

Is any relevant material attached? Yes/No

Please provide copies of any agreements or undertakings made with trading standards or government departments in the UK in the past 10 years.

Is any relevant material attached? Yes/No

| | |
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| Do you have a Customer Complaint Log? | Yes/No |
| How many complaints have you received each year for the past 5 years? | |

How many complaints against you have been made to the Financial Ombudsman Service since April 2008? How many were found in your favour?

Do you have an internal compliance function? Yes/No
If so, who is the senior person responsible?

If you do not have an internal compliance function, name the law firm and contact you use for compliance advice.

Do you have policies and compliance documentation for:

- | | |
|--|--------|
| a. Anti Money Laundering (copy not required) | Yes/No |
| b. Extending or repeating loans (please supply a copy) | Yes/No |
| c. Data Protection (copy not required) | Yes/No |
| d. Collections (copy not required) | Yes/No |
| e. Complaints (copy not required) | Yes/No |
| f. Customer Relations (copy not required) | Yes/No |

Give a brief description of your loan products, rates of charge and APRs.

What are your default charges and when are they invoked?

For every 1000 applications for loans you receive, typically how many do you decline?

What was the reported turnover of your business for the last three years for which accounts have been filed in the UK?

Signature

Position

Date