



LOCAL APPLIANCE RENTALS LTD

CREDIT GUIDE

Local Appliance Rentals Ltd holds a Financial Conduct Authority Authorisation Firm Reference Number 630768.

Contact details are as follows:

Head Office Street Address: 27 Old Gloucester Street, London WC1 N3AX

Email: admin@localappliancerentals.com

Head Office Postal Address: 27 Old Gloucester Street, London WC1 N3AX

Web: www.localappliancerentals.co.uk

Office Contact Number: 0800 160 1517

1. How does Local Appliance Rentals Pty Ltd assess whether I can afford my Rental Contract.

Local Appliance Rentals Ltd is governed by The Consumer Credit Act 1974. The Financial Services Act 2012 gives the Financial Conduct Authority (FCA) power to keep the market sound and stable. The FCA expects us to adhere to the Responsible Lending Obligations. Local Appliance Rentals Ltd is required to make an assessment as to whether a Leasee can afford their rental contract by making payments in a sustainable manner, without incurring financial difficulties or experiencing significant adverse consequences. To be able to make this assessment they are required to make various enquiries of your ability to afford the rental repayments for the items you require. A Lease will be deemed unsuitable if you will be unable to comply with your financial obligations under the lease or only be able to comply with financial difficulties or experiencing significant adverse consequences. This assessment is done in several ways.

- a) We must make reasonable inquiries as to your financial situation.
- b) Make reasonable inquiries as to your requirements and objectives with regard to the Lease that you wish to proceed with.
- c) We must verify your Financial Information that you have supplied to us. To do this you will be required to supply us with one or several of the following items:
Employment Details. Recent Payslips. Bank Statements and some form of personal identification.

2. Can I get a copy of this assessment.

Yes, you are entitled to request a copy of the assessment. If you want a copy of your assessment contact your Local Appliance Rentals Franchisee or our Head Office and ask for one. They will send you a copy by post within 14 days of you requesting a copy.

3. What do I do if I have a complaint regarding my Rental contract

We aim to resolve any complaint at your first point of contact with us, so we encourage you to raise any complaint that you may have with our customer relations team at our Head office in London on our Free call number : 0800 160 1517 . In the unlikely event that we are unable to resolve your issues to your satisfaction you are able to take your complaint to the approved External Dispute Resolution scheme of which we fall under the jurisdiction of. Their details are as follows: Financial Ombudsman Service: Tel: **0800 023 4 567** The Financial Ombudsman Service Exchange Tower London E14 9SR, United Kingdom Email: complaint.info@financial-ombudsman.org.uk