



PROSPERA FINANCE

CAPITAL SOURCING EXPERTS

At PROSPERA FINANCE (which is the trading name of Prospera Funding Limited), we are dedicated to providing our customers with the highest standards of service.

Our commitment to our customers

We will:

- Provide you with clear information about the services we offer, including any fees or charges.
- Continuously strive to understand your business needs, preferences, and circumstances to narrow down the available options.
- Find the most appropriate lender that we consider suitable for your business and that you can afford (based on the information provided and available to us).
- Inform you if we cannot find a suitable option.
- Aim to keep you fully informed in a clear, fair, and unambiguous manner.
- Encourage you to ask questions if there's something that you do not understand.
- Work diligently to ensure that service and risk information is always clear and prominent.
- Provide details of our formal complaints procedure if dissatisfied with our service.

How you can help us

To help us provide the service you require, we ask that you:

- Share as much information as possible about your business income and outgoings to enable us to properly assess how much your business can afford.
- Inform us of any future changes that might affect your business's ability to make repayments on your credit agreement (if known).
- Let us know if there is any aspect of our service, or of a product/finance solution we have discussed, that you don't understand.

Tell us if you think there are ways we can improve our service. For feedback, please forward your comments to: support@prosperafinance.co.uk.