

### BROKER CHECKLIST SUMMARY

1.	If a regulated customer has been introduced to the firm by another business, , the introducer is FCA regulated	<input type="checkbox"/>
2.	“Know your customer” checks completed	<input type="checkbox"/>
3.	The customer’s needs and circumstances have been reviewed and a suitable product has been found	<input type="checkbox"/>
4.	The customer has been provided with a privacy notice*	<input type="checkbox"/> PCD
5.	If refinancing existing equipment, the sustainability of the finance has been reviewed	<input type="checkbox"/>
6.	Extra assistance has been given to customers needing help to understand and consider the information provided to them	<input type="checkbox"/>
7.	The firm’s powers have been explained, including whether it works exclusively with one or more lenders or works independently*	<input type="checkbox"/> PCD
8.	The nature of the services that the firm provides has been explained*	<input type="checkbox"/> PCD
9.	The existence of any financial arrangements with lenders that might impact on the firm’s impartiality has been notified*	<input type="checkbox"/> PCD
10.	Any fees payable by the customer to the broker have been notified*	<input type="checkbox"/> PCD
11.	The product’s suitability has been reviewed	<input type="checkbox"/>
12.	The affordability of the finance to the customer/s has been considered	<input type="checkbox"/>
13.	Made clear equipment can also be bought for cash*	<input type="checkbox"/> PCD
14.	A search of the market to the extent stated has been carried out	<input type="checkbox"/>
15.	The selection of lender is not against the customer’s best interests	<input type="checkbox"/>
16.	Pre-contractual explanations and advice issued by the lender provided to the customer/s	<input type="checkbox"/>
17.	Key features of the agreement explained	<input type="checkbox"/>
18.	Customer advised to read the terms and conditions of the agreement before they sign it	<input type="checkbox"/>
19.	If offering insurance product, customer made aware that other providers exist and that they are free to obtain alternative quotes*	<input type="checkbox"/> PCD
20.	Information on complaints procedure, including details of Financial Ombudsman, made available*	<input type="checkbox"/> PCD

\* These points may be covered by providing the customer with the Pre-Contract Disclosure (PCD) sheet

*This checklist has been developed for your guidance by Compliance Services. Compliance Services are a provider of resources and guidance only and are not a law firm, do not represent or advise clients in any legal matter and are not bound by the professional responsibilities and duties of a legal practitioner. This checklist is general in nature, may not reflect all recent legal developments and may not apply to the specific facts and circumstances of individual cases. The checklist does not cover all relevant law and regulation. You should take independent legal advice.*