

Pay out essentials

Our tips to help give you faster pay outs

Check your credit conditions

These need to be met and submitted in the pay out pack.

If you need help, your dedicated sales support contact is there for you.

Complete know your customer checks

Make sure you know your customer (KYC) checks are met before sending in your pay out pack.

We'll tell you when it's been passed.

But if you need help, your dedicated sales support contact is there for you.

You can find out what proof of identity or address documents we can accept on our website.

[Find out more](#)

Completing documents

If you need help completing your document, Asset Backer can do all the hard work for you. By generating documents directly from your approved proposal, manual errors are reduced.

[Find out more](#)

Pricing and fees

Need help on pricing? We have a web page that explains our fees, and our cost of funds emails will show you our latest rates.

[Our fees](#)

If you want to get on our mailing list, contact your business development manager.

Who to contact

Sales support

Your dedicated sales support contact is there for general sales, credit and KYC queries, as well as status update requests.

T: 0118 955 6711

E: sales.support@aldermore.co.uk

Credit

For new proposals or to supply additional information on an existing proposal:

E: proposals@aldermore.co.uk

To supply supporting information for KYC checks:

E: KYC.department2@aldermore.co.uk

Pay outs

To submit new pay outs:

E: newbusiness@aldermore.co.uk

Customer and supplier contact details

We need a contact name and landline number for the customer and supplier with each pay out.

This can be sent in by email to newbusiness@aldermore.co.uk.

Sale and hire purchase back

For sale and hire purchase back deals, we need;

- copy of the underlying invoice (less than 90 days old)
- a confirmation email from the supplier that payment has been made (including original invoice number and asset details) and
- a customer invoice to Aldermore Bank plc passing title of the asset.

Accessing documents

You can download all our latest documents from our website.

We also have some short videos to help complete all the information we need.

[Download](#)

Asset inspections

We'll let you know if we need an asset inspection in our credit conditions.

Download our one page form from our website. This covers everything we need from an asset inspection.

[Download](#)

Aldermore

To find out more go to:
aldermore.co.uk/assetfinance

FOR INTERMEDIARY USE ONLY

T&Cs will apply, subject to status and affordability. Any asset used as security may be at risk if you do not repay any debt secured on it.

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