

At 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@prosperafunding.co.uk.