

Edit a deal and change the status to step 6, 7 or 8:

Progress *

Step 5 - Proposal Accepted

Step 3 - Proposal Submitted To Lender

Step 4 - Awaiting Decision

Step 5 - Proposal Accepted

Step 6 - Finance Documents Sent To Customer

Step 7 - Signed Documents Received

Step 8 - Payout Completed

☐ UK Drivers License (Photographic)

☐ Proposal Docs

☐ Management/Draft Accounts

When you save the deal the consumer duty declaration will be sent to the customer via SMS.

If you edit the deal again in ACE it will also show that the document has been sent:

Consumer Duty Declaration

Automatically sent when the deal reaches stage 6, 7 or 8, but can be sent manually at anytime using the checkbox below.

Sent: 09 April 2024 - 12:04

☐ Send *Consumer Duty Declaration* document

If you tick this box then save the deal the customer will be manually sent the Consumer Duty Declaration document, even if they have been sent it before. **It will also reset approval and the date the customer signed it.**

Should you ever need to send the document again click the checkbox, then save the deal again. This will force another document to be created for this deal and it will be sent to the customer for signing.

This is the SMS the customer will receive:

Almost there! We have almost everything we need to complete the finance agreement. Please go to <https://app.pandadoc.com/s/2mB9n5kLc66BPnVatPQsAa/> to read, answer the questions and sign our Consumer Duty document. As part of our continued pledge to ensure our customers are making an informed decision this document is important. Many thanks

If the user clicks that link within the SMS their default web browser will open for them to sign the document, as shown below:



Consumer Duty

Customer Name: Rob testing

As part of our commitment to ensuring our customers receive good outcomes and adhering to the Financial Conduct Authority requirements that regulate our activities we will be pleased to discuss and present you with the range of the products we have available and are committed to providing you with the correct information regarding them. We want to ensure that the product you chose is suitable for your needs now and in the future.

As a credit broker and credit intermediary we can introduce you to a limited number of finance lenders and products to assist you with your purchase. We do not charge you a fee for arranging the finance, but we may be paid a commission for introducing you.

Should you have any questions about our products and services we will be more than happy to help you and provide you with all the information you require to enable you to make an informed decision.

Declaration – To be completed prior to handover

Consumer Credit (EU) Directive (CCD): I have received all the PRE-CONTRACT information before signing my credit agreement. ☐ Yes ☐ No

The information was provided in good time and I received a full explanation about the credit agreement. I understand my options in regard to settlement and withdrawing from the credit agreement. ☐ Yes ☐ No

Are you satisfied that we have made you aware of the general finance options and products available to finance your asset and they have been clearly explained to you. ☐ Yes ☐ No

General Terms: I am making an informed decision for the above-mentioned finance product and confirm that I have discussed appropriate suitability and affordability and I am happy that it is within my budget and considers any known future changes. ☐ Yes ☐ No

The Financial Conduct Authority (FCA) – The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying finance and insurance products.

Whose products do we offer? We only offer products from a limited number of finance companies for: Conditional Sale and Personal Contract Purchase, Hire Purchase, Lease Purchase.

Privacy Notice – Our use of information about you:

We use information about you to process your order, supply or manage your product/service and for marketing.

We may share your information with finance companies, warranty provider or DVLA for ownership, warranty, service and safety related matters.

Customer Signature

Signature

Date

2024-04-09



Start signing

Alternatively, they could also go to their deal within ACE and see the same document:

STEP 1 ?	STEP 2 ?	STEP 3 ?	STEP 4 ?	STEP 5 ?	STEP 6 ?	STEP 7 ?	STEP 8 ?
Requirements Acknowledged	Quote Accepted By Customer	Proposal Submitted To Lender	Awaiting Decision	Proposal Accepted	Finance Documents Sent To Customer	Signed Documents Received	Payout Completed

✖ CONSUMER DUTY DECLARATION

Before we can proceed you need to complete the consumer duty document

[Too small? Click here to open in new window](#)

[DEV] Consumer Duty Declaration
Change language ▾

You can download the signed PDF version of this document.
 [Download](#)

[DEV] Consumer Duty Declaration 1 of 1 document

Consumer Duty

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Declaration – To be completed prior to handover

The customer's name will be filled in automatically at the top of the document.

Click the yellow “Start signing” button at the bottom and it will guide you through answering the required questions and signing the document.

Simply click yes or no to each of the required questions.

Select

Declaration – To be completed prior to handover

*** Required**

Consumer Credit (EEA) Directive (CCD): I have received all the PRE-CONTRACT information before signing my credit agreement. ☐ Yes ☐ No

The information was provided in good time and I received a full explanation about the credit agreement. I understand my options in regard to settlement and withdrawing from the credit agreement. ☐ Yes ☐ No

For the signature field the customer can either type, draw or upload their signature:

Signature



Draw

Type

Upload

Choose font ▼



Rob

I understand that PandaDoc uses my name, email address and limited information will be used to complete the signature process and to enhance the user experience. To learn more about how PandaDoc uses information, please see our [Privacy Policy](#). By signing this document with an electronic signature, I agree that such signature will be as valid as handwritten signatures and considered originals to the extent allowed by applicable law.

Cancel

Accept and sign

When every question has been answered and the customer has signed the document they will need to click “Finish” at the bottom right:



Consumer Duty

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Customer Signature Rob

Date

Alpha Asset Finance Ltd | theteam@alphaassetfinance.com | 01476 468318 | FRN: 804584 | CRN: 11232961 | ICO: ZA446835

Alpha Asset Finance Ltd, Second Floor Office, The Maltings, Wharf Road, Grantham, NG31 6BH

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When you are done reviewing the document, please click **Finish** button.

Finish

The customer can now download a PDF copy of the document straight from that page, as the “Finish” button changes to “Download”:

[DEV] Consumer Duty Declaration

Change language ▼

 www.alphaassetfinance.com

Consumer Duty

Customer Name: Rob testing

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Customer Signature Rob Date _____

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You can download the signed PDF version of this document.

 **Download**

This is everything the customer needs to do. The broker will be notified via e-mail that the document has been signed:

Consumer Duty Doc signed for deal 4254



Alpha Asset Finance

Nikky Taylor,

Your customer Rob testing has completed the consumer duty document for deal 4254

Please review and action as appropriate

[GO TO DEAL](#)

Office: 01476 468318

www.alphaassetfinance.com

The broker will be able to edit that deal within ACE to see the date it was sent and the date it was signed by the customer. There are buttons to download the document and a button to approve it:

Consumer Duty Declaration

Automatically sent when the deal reaches stage 6, 7 or 8, but can be sent manually at anytime using the checkbox below.

Sent: 09 April 2024 - 12:04

Signed by customer: 09 April 2024 - 14:04

[Download PDF](#)

☒ Not approved [Approve](#)

The broker should click the “Approve” button if they are happy with the document, which will then change the approve button to a date:

 **Approved 09 April 2024 - 13:04**