

**REQUIREMENTS IMPOSED BY THE OFFICE OF FAIR TRADING ('OFT')  
PURSUANT TO SECTION 33A AND SECTION 33D(4) OF THE CONSUMER  
CREDIT ACT 1974 ('the Act')**

**REQUIREMENTS RELATING TO:**

**Newtomorrow Limited** (Consumer Credit Licence Number 0586234, the registered office address: Capital House, 2 Festival Square, Edinburgh, EH3 9SU)

**THE OFT REQUIRES AS FOLLOWS:**

That as of 14 December 2009:

1. Newtomorrow Limited will not engage in cold calling in a manner which:
  - (i) breaches the OFT's Debt Management Guidance; and,
  - (ii) breaches the Privacy and Electronic Communications (EC Directive) Regulations 2003, the Data Protection Act 1998 or any other relevant UK legislation.
2. Newtomorrow Limited will check on a six monthly basis the third party agent's TPS screening process and review a sample of call lists supplied by third party agents against TPS registered numbers to ensure that consumers with TPS registered numbers are not contacted. Newtomorrow Limited will make a log of all its periodical checks.
3. Newtomorrow Limited will put in place regular refresher training for all its operational staff on the OFT's Debt Management Guidance, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and the Data Protection Act 1998 and any other relevant UK legislation.

4. Newtomorrow Limited will have procedures in place for auditing and monitoring third party agents with which it has formal introducer agreements to ensure compliance with the OFT's Debt Management Guidance and all relevant UK legislation. Newtomorrow Limited shall visit on a six monthly basis the premises of such third party agents to:
  - (a) review the script used by that third party agent for their conversations with consumers to ensure that no inaccurate or misleading statements are made;
  - (b) check a random selection of recorded calls;
  - (c) review the third party agent's training programme for its staff;
  - (d) check that, where appropriate, third party agents are holders of a consumer credit licence.


Newtomorrow Limited will also have other audit procedures in place to monitor compliance with the OFT's Debt Management Guidance of mortgage and IFA brokers who introduce consumers via Newtomorrow Limited's on-line referral service.

5. Newtomorrow Limited will make a log of all its periodical checks.
6. Newtomorrow Limited will arrange for its compliance with the OFT's Debt Management Guidance as stated in paragraph 1 and its other requirements in these proposals to be audited annually by an independent professional body and for the results of those audits to be submitted to the OFT. The first audit is to cover the period of one year beginning on 1 December 2009 and ending on 30 November 2010. The audit will be submitted to the OFT within one month after the end of the relevant year.

For the purposes of these requirements the following definitions apply:

**'Newtomorrow Limited'** shall mean Newtomorrow Limited and any associated group company of Newtomorrow Limited as defined by section 184 of the Consumer Credit Act 1974 and which is active in England, Wales, Scotland or Northern Ireland.

**ANY FAILURE TO COMPLY WITH THE ABOVE REQUIREMENTS WILL RENDER NEWTOMORROW LIMITED LIABLE TO FURTHER FORMAL ACTION BY THE OFT. THIS COULD INCLUDE THE IMPOSITION OF FINANCIAL PENALTIES PURSUANT TO SECTION 39A OF THE ACT AND/OR THE REVOCATION OF NEWTOMORROW LIMITED'S CONSUMER CREDIT LICENCE PURSUANT TO SECTION 32 OF THE ACT.**

Signed: 

**Ray Watson, Director, Consumer Credit Group  
Authorised signatory on behalf of the OFT**

**Date: 22 December 2009**