

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

**THE REQUIREMENTS SET OUT BELOW ARE IMPOSED ON Welcome  
Financial Services Limited ("Welcome") (Consumer Credit Licence Number  
133540) whose registered office is at Kingston House, Centre 27 Business  
Park, Woodhead Road, Birstall, Batley, West Yorkshire, WF17 9TD.**

**THE OFT REQUIRES WELCOME TO DO OR NOT TO (OR TO CEASE DOING)  
AS FOLLOWS:**

***Charging orders and orders for sale***

1. Welcome will not take steps to obtain a charging order (interim or final) or an order for sale in relation to a sum owed to it by a customer unless it has, from time to time, before the Court makes such an order considered whether the steps it proposes to take are appropriate and reasonable having regard to the interests of both Welcome and the customer and it will in particular (but without limitation) take account of:
  - a. the extent to which such customer has responded to reasonable requests made by Welcome;
  - b. such information about the personal and financial circumstances of the customer as Welcome is able to obtain through its reasonable endeavours or which is otherwise in the possession of Welcome;
  - c. the amount of the sum owed;
  - d. the length of time that the sum has been owed by the customer to Welcome; and
  - e. whether it is reasonable for Welcome to take steps other than those proposed.

2. Welcome will in each case where a charging order (interim or final) or an order for sale is sought against a customer include in the case file relating to that customer a note that sets out in reasonable detail why Welcome concluded that it was appropriate and reasonable to seek the order and how Welcome has taken account of the interests of such customer with particular reference to the matters set out in requirement 1(a) to (e).

#### ***Other enforcement action***

3. Welcome will ensure that in each case where Welcome obtains a court order to repossess a vehicle subject to an hire-purchase agreement or makes a court application for a charging order or an order for sale, it will, before it takes such steps, consider whether the steps it proposes to take are proportionate having regard to the amount of the sum owed by the customer.

#### ***Communications with customers***

4. Welcome will not, and will use reasonable endeavours to ensure that each of its agents and advisers will not, send any correspondence to a customer of Welcome which expressly states or reasonably implies that Welcome will or may seek a Court order or judgment against such customer in the event that such customer does or does not do something in circumstances where either Welcome has no intention of seeking such Court order or judgment or does not seek such Court order or judgment in the event that such customer does or does not do the thing in question.
5. Welcome will not make an application, nor suggest to a customer that an application will or may be made, to the Court to increase the amounts payable by such customer under an instalment plan previously ordered by the Court unless Welcome, after taking reasonable steps, has reasonable grounds to believe that the financial circumstances of such customer have improved in a material respect since the time when the Court ordered such instalment plan.
6. Welcome will ensure that all standard form debt collection correspondence that it proposes to send to its customers, and will use

its reasonable endeavours to ensure that standard form correspondence which is sent on its behalf, in relation to amounts owed to it have been reviewed by suitably qualified persons employed by Welcome or, where appropriate, by Welcome's external legal advisers.

### ***Third party contact***

7. Welcome will ensure that where it contacts a third party in relation to a sum owed to Welcome by a customer of Welcome that it will comply with those of the policies of Welcome relating to third party contact that have been disclosed to the OFT and described as the "skip trace" policy and all of the applicable principles concerning third party contact set out in the OFT's *Debt collection guidance – Final guidance on unfair business practices July 2003 (updated December 2006)* (OFT 664) (and any revised or successor versions thereof). Welcome will use its reasonable endeavours to ensure that its agents and advisers (as the case may be) comply with the obligation set out in the first sentence of this requirement as if each of such agent and adviser was subject to the terms of such obligation in place of Welcome.

### ***Charges and fees***

8. Where Welcome proposes to include (by introduction or variation) a new term ("the New Charging Terms(s)") in its agreements with customers pursuant to which Welcome may levy a fee or charge that is payable in the event that the customer has failed to pay a sum owed by him or her to Welcome ("the Default Charge") Welcome will at least one month prior to the date on which the New Charging Term(s) comes into effect provide a copy of the proposed New Charging Term(s) (including details of the amount of the Default Charge it proposes to levy) to the OFT.

**ANY FAILURE TO COMPLY WITH THE ABOVE REQUIREMENTS WILL RENDER WELCOME 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**

WELCOME'S CONSUMER CREDIT LICENCE PURSUANT TO SECTION 32 OF THE ACT.

Authorised signatory on behalf of OFT ..... *R. Watson* .....

(Ray Watson – Director of Consumer Credit)

Date..... *17/11/10* .....