

# Service Level Agreement

## IM Financial Services Leisure

### ■ Call response

90% of your calls will be answered within 30 seconds, and 99% within 1 minute.

### ■ Dealer and park set up

New dealers and parks will be set up within 48 hours of receipt of all relevant documentation. Please provide a valid CCL, stock list, site photograph and completed enrolment forms, which are available on request.

### ■ Traffic

Traffic, our online point of sale system, is the recommended way to send your proposals. 80% of decisions are returned within 2 hours. All decisions within 3 hours. Faxed proposals are processed in the order they are received.

### ■ HP documents

All documents can be produced via Traffic. Documentation can be requested via fax or email and will be delivered within 1 hour, up until 5.30pm.

### ■ Payout

Telegraphic transfer payout is available on faxed documentation if received prior to 11.00am, subject to fully completed, accurate and legible documents (weekdays only). Payouts received at weekends will be processed on the next available working day.

### ■ Unable to pay notification

We will contact you by phone, fax or email on the same day if there are missing payout requirements. Please refer to payout requirements opposite.

### ■ Standard payout requirements

- Invoice to Fortis Lease UK Retail Limited, Floor 10, 133 Finnieston Street, Glasgow G3 8HB.
- **Motorhomes:** Copy of the customer's driving licence at current address and photo card stamped to confirm it has been verified with a UV light.
- **Holiday Homes and Touring Caravans:** Proof of signature and current address dated within three months.

**Proofs of current address** must be dated within three months:

- Active bank or credit card statement
- Gas or electricity bill
- Mortgage statement
- Council tax bill
- Utility bill
- Inland Revenue document
- Landline telephone bill

We request that the original documents are posted to us on receipt of payout confirmation using our freepost address: IM Financial Services Ltd, Freepost NWW7S13A, Chester CH4 9FZ.

### ■ Commission

Finance commission statements will be despatched within 5 working days of the month end. For details of commission terms please contact us.

### ■ Settlement figures

Please contact the Operations Team for settlement figures. All settlement figures are calculated in line with the relevant legislation.

### Contact our Operations Team

#### Telephone

For payouts, documents and settlement figures call the Operations Team on **0845 271 5199**

Nelson Drinkwater  
Divisional Account Manager  
**07974 328 220**

Chas LeMaistre  
Regional Account Manager  
**07974 328 221**

Peter Davies  
Regional Account Manager  
**07974 328 236**

#### Email

[imfs@thefundingcorporation.com](mailto:imfs@thefundingcorporation.com)

#### Fax

Fax payout documentation to **0845 271 5101**

#### Opening Hours

Opening hours are 9am to 6pm  
Monday - Friday &  
10am to 5pm Saturday & Sunday

#### Visit

[www.imfsleisure.co.uk](http://www.imfsleisure.co.uk) and  
[www.trafficonline.co.uk](http://www.trafficonline.co.uk)  
for online proposals and documents



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**Leisure**