



news

your update & information from Fair for You

The alternative loan that cares for you and your home

ISSUE 1
Autumn /
Winter

2016

**A NEW
INNOVATION
IN SHOPPING**

The new way to make your house your home

Fair for You is a British based not-for-profit loans company, set up for the benefit of you and your family.

YOU ASKED FOR:

- ✓ Low cost and affordable credit
- ✓ Clear pricing, with nothing hidden
- ✓ Quality branded items
- ✓ Flexible to your budget
- ✓ Ability to over pay and clear your loan
- ✓ Optional extended warranty
- ✓ Fast decision
- ✓ Quick & easy process...

...SO THAT'S WHAT WE OFFER!

“Fantastic service. Fair for you are genuinely brilliant! Needed my washing machine replaced ASAP and couldn't afford to pay all at once. Came across Fair for You and I am so glad I applied! Got the perfect washing machine delivered within a few days and everything was explained clearly during the application process. They charge significantly less interest than the high st lenders and they decide on a repayment plan that suits your circumstances.

Fantastic all round service, I highly recommend!”

Simone, <https://uk.trustpilot.com/review/fairforyou.co.uk>

**ALSO IN
THIS ISSUE**

- Credit Ratings
- Tips on getting a loan
- Savvy Consumers
- Your Pictures
- Your on-line High Street
- Money Matters Advice Page
- Plus your chance to win a Hotpoint energy efficient washing machine

Plus much more...

Online for your convenience. Our team are available 7 days a week to serve you
www.fairforyou.co.uk



**Here
for you
when you
need us**



NEW

For fairness, quality & choice, visit www.fairforyou.co.uk



Fair for You - it's about our customers



Why choose Fair for You...

Fair for You is a new concept in buying quality branded items, at affordable prices, and spreading the cost to suit your budget.

We felt we could provide flexible and supportive loans, through a quick and easy process - that would allow customers to buy items for their home when they needed to.

Our vision is that customers have reliable and consistent access to credit, that can be paid off as quickly as they like with no penalties, and to allow them to then miss payments if it was a very difficult week or month.

We expect customers will not always want to borrow from us, so we have a pay now button if you don't need credit and we don't mind if you don't borrow from us all the time, but just use us when you need to.

If you have a good payment record,

you will be able to buy more items - including TV's, tablets, games consoles and loans become a bit cheaper too.

Some things will be the same though if its your first loan or you have been with us before - you will see the price you get; and you can be confident when you talk to our staff that they are not on commission - they are just there to help.

In summary, Fair for You is a consumer led organisation, a genuinely not for profit business that believes that if we provide a good service to customers at an affordable price, then we will have customers who may come back to use us again when they need to, and will tell their family and friends about us.

We are growing our business, adding new products and services, and we are very keen to have feedback from customers.

Listening to the consumer

Fair for You is truly consumer led, and was developed through a series of consumer focus groups. Sally Beswick of Shine Business



Research was engaged to help to ensure that we understood all your requirements as we built our lending service.

Sally said 'It's been refreshing to see an organisation so determined to meet the needs of its customers. Some aspects were really important such as taking away old items and packaging, and making sure customers had quick decisions and a straightforward process.

I have also been involved in developing the customer satisfaction service, and making sure that customers feedback is obtained to help Fair for You develop further. I can see from the feedback that the Fair for You is delivering on its commitment to its customers.



Meet some of our team



Alexandra Neville, Head of Lending, says:

"I love speaking to our customers and hearing how refreshing they think Fair for You is. Our loans are true to our name."



Charlotte Bailey, Marketing Officer, says:

"The most rewarding part of my job is getting the feedback from our customers when I call to hear their story or from the surveys and reviews. It's great!"



Tim Taylor and Jason Carter, Finance Team, say:

"It's really exciting to work with and support a team that is wholly committed to empowering and supporting our customers, building homes, and building a future."

Read what people are saying about Fair for You



"I could not be happier with the service I have received from Fair for You, never has a company gave me as much help and support as this! I highly recommend and will definitely be using the service again"

Danielle

NEW

For fairness, quality & choice, visit www.fairforyou.co.uk

Getting more from your credit

Credit ratings

Ever wondered why you've been turned down for credit?

The credit assessment criteria used by lending companies can seem a bit mysterious.

At Fair for You, we always try to lend where we can see people making payments against their existing debt - even if they've had problems in the past - but it's still important that people take steps to improve their credit profile. To help, we would like to share our top 5 tips on how to increase your chances of getting credit from quality lenders when you need it.

- 1 **Check your credit score and rating - knowledge is power, so even if you think your score and rating will be rubbish, have a look and get the facts. You can get a free credit check at www.noddle.co.uk**
- 2 **Don't let mistakes bring you down - data duplications and errors, such as paid off credit still appearing on your account, can bring down your score and rating. Identify any mistakes and take action to get them sorted.**
- 3 **Get your credit application right - when you apply for credit, make sure you put the right details in, such as date of birth and past addresses. If the information you give lenders is wrong, it could interrupt the process.**
- 4 **Get help - if you're struggling with debt, speak to a debt advice agency and get help clearing it. It's important that your future isn't damaged by mistakes you've made in the past, so the sooner you pay off your debt the better.**
- 5 **Manage your credit - if your credit score and rating aren't as high as you'd like them to be, there are usually things you can do to improve them. Identify what's dragging you down and create a plan for tackling problems head on.**

We see lots of people who think they have no other option but high cost credit simply because their score and rating are low. In many cases, these people have demonstrated that they are capable of paying off debts and are already doing so.

Get to know your credit score and rating so you can take control of them, rather than letting them control you.



Top 5 tips on getting your loan:

- 1 **Complete the application right - we see some mistakes with date of birth or address, and then we have to ask for proof of address and process manually**
- 2 **Don't forget to include your last address if you have moved in the last 3 years**
- 3 **Make sure you can afford the loan - we find it easier to agree smaller loans and prove you can afford repayments**
- 4 **If your loan is a larger amount, we are likely to check your bank statements and income**
- 5 **Set your loan repayments, over a longer period of time, you can always overpay and clear it faster with less interest but it gives you a buffer if it's a tough month**

Why are we so much cheaper?

FREE DELIVERY - most companies will charge for delivery - we have made an arrangement with our suppliers where the price you see is the price you pay, we know you need it delivered, so why would you add that in extra?!

REMOVAL OF OLD ITEMS - we have men with vans delivering your new item & we have great suppliers who have agreed to remove old items when then do so. There is a charge for mattresses, because there are health and safety implications of disposing of old mattresses.

NO arrangement fees and **NO** repayment fees, and certainly **NO** late fees.

OUR SUPPLIERS COMMIT TO KEEPING PRICES DOWN - We can't always be the cheapest on everything, but overall we are committed to keeping our prices fair, so you will be confident of getting good quality items at affordable prices.

NO ADDED WARRANTY OR INSURANCES - if you want to get an extended warranty then they are available on line - but we don't make you take it out.

WE ARE NOT OWNED BY GREEDY CORPORATE SHAREHOLDERS - so we are genuinely not for profit - our customers get the benefit of what we do.

WE JUST BELIEVE IN FAIRER DEALS. Compare the fully installed price of Fair for You with anyone, you will be surprised how much the difference is in some cases!

Your new alternative to high cost weekly payment stores



What would you do with £1,000?

We estimate most of our customers save close to £1k each time they buy from us rather than other well known weekly payment stores.

When we asked our customers, most said a holiday - mmm that sounds better than paying over the odds to a credit company!

Giving you more for your money



Want to save up or need a different type of loan?

Fair for You provides loans for most of your essential purchases.

If you need a cash loan or a loan for a larger purchase - try your local credit union. Like us they are not for profit, so you are confident of getting a good deal, and some also offer on line services for your convenience.



Credit unions also have savings accounts, which allow you to save in line with your budget. www.findyourcreditunion.co.uk

Fair for You is planning to offer customers a savings plan alongside your loan - please let us know if this would be a benefit to you. contactus@fairforyou.co.uk

Some advice from our Payments Manager, Martyn

Martyn Passey is the Payments Manager at Fair for You.

Martyn works to help and support our customers to stay on their payment plan, and explains Fair for You processes if our customers can't make a payment.

If a customer can't make a payment, we will try to establish if the payment can be paid. If there has been a change of circumstances that requires the payment plan to be changed.

If it is not possible to make payments due to a change in circumstances, we shall always ensure our customers are receiving good help and advice.

Fair for You has a number of options to recover debts. We make sure customers understand non payment of loans will be recorded on their credit report we will pursue benefits at source - through the Eligible Loans Deduction Scheme where payments continue not to be made, we will pursue through the County Court to apply for a County Court Judgment to be registered in all cases.

We always try to help our customers by ensuring that we do not add any late fees or other fees associated with

collection of the debt, and we will only register a defaulted loan after a month of non payment.

Martyn's top tips

- 1 You can overpay your loan and save interest, and then you can miss a payment without going into arrears.
- 2 If you can't make a payment then tell us and arrange when you will be paying it, that way your record will not be affected.
- 3 Set up your payment to suit your budget - if you are not sure you can afford the payment every week, then put the loan over a little bit longer to bring down the required repayments. You can always set the amount you actually pay at a higher level but that way you can drop your payments down if you are struggling.
- 4 If your circumstances change, call and let me know, and we will try to sort a payment plan or help you get good support for your situation. We work with many trusts and organisations and there is a lot of help for customers that are having a difficult time.

For customers paying their loan on time, its my pleasure to nominate them for the Good Payers Club. I am pleased with the additional benefits for our Customer making their payments on time. Its a great idea that our customers can get cheaper loans, and more choice of items, and I hope many more benefits to come.

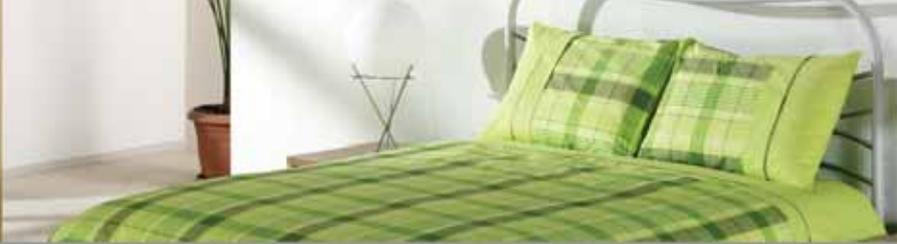
I am also committed that customers that experience some difficulties, can get back on track with no penalty and borrow from us again when they need more items.

Martyn's email is finance@fairforyou.co.uk if you need to get in touch or call 0333 433 0739.



NEW

For fairness, quality & choice, visit www.fairforyou.co.uk



Check your benefits regularly

TURN2US
FIGHTING UK POVERTY

It's estimated that 1 million people are missing out on £50/week, on average, by not claiming the tax credits they're entitled to £13 billion went unclaimed last year in benefits. This is a significant sum for families facing tougher times.

Turn2us is a national charity that has a free Benefits Calculator for people to check quickly and easily what welfare support is available to them. With all of the benefit changes taking place, make sure you are not losing out and suffering unnecessary hardship. Visit www.turn2us.org.uk.



advice UK
APPROVED PROVIDER

Here at Fair for You, we're delighted to be an approved provider by Advice UK. AdviceUK is the biggest network for independent advice centres in the UK, and its members provide an invaluable source of free and independent information, help and advice to hundreds of thousands of people who turn to them in time of need.

This is a network of over 700 quality advice organisations providing advice from legal, to debt advice, welfare and wellbeing. We're proud to be the first UK-wide not-for-profit lender to be recognised and affiliated to this national network.

For any advice you need
<http://www.adviceuk.org.uk/looking-for-advice-2/>



Worrying about your debt?

We asked Heather Keates from Community Money Advice for her top 10 tips.

Sometimes an unexpected, unplanned for event, such as a job loss, relationship breakdown or illness can trip people up and we find it is often the trigger for people falling into the classic debt spiral.

There are things that you can do to prevent falling into the debt spiral or breaking the vicious cycle.



- 1 Know what your monthly income and essential expenditure is.
- 2 Budgeting will help you anticipate 'lumpy' expenditure - so you don't always have to resort to credit.
- 3 Know your important bills that must be paid - it may help to set up a separate bank account for these
- 4 Save - whenever you can - we all need to have money to use for treats or special occasions
- 5 When going out, set an amount you can afford to spend - especially when going out with the family and tell the children! If you take out that amount in cash you will be less likely to spend over the amount on all the tempting extras the children ask for!
- 6 If you are going to have to miss a repayment or struggle to pay a bill, then speak to the person whom you owe money to and let them know. They are less likely to be difficult or nasty if they know what is going on.
- 7 Do not use credit to pay off credit unless you absolutely have to - so called consolidation. This can be dangerous, as it doesn't get to the bottom of what you can't afford to make the repayments.
- 8 Understand when you borrow, how much you are going to have to pay back - not just your weekly or monthly payments but the total amount overall. Borrowing small amounts over a short period is expensive so look around and see if there are cheaper or difference options.
- 9 Don't ignore things or feel that things have got so bad that it isn't worth bothering with. The temptation to bury your head or ignore bills as they start to mount up can be great but it will only mean it becomes a bigger problem to fix.
- 10 Don't struggle on your own. Seek free, independent, impartial debt advice if you are in debt as they will be able to help.



What's on your high street



Your online department store



BABY



LAUNDRY



BEDS



COOLING



LIVING



COOKING



Its your high street - what else would you need to see?

Please email charlotte.bailey@fairforyou.co.uk



For our customers who pay weekly or pay monthly on time, we have a Good Payers Club



TECHNOLOGY



ENTERTAINMENT

- ✓ Lower interest rates
- ✓ More stores on the high street - including electrical and entertainment

- ✓ Exclusive discounts and rewards
- ✓ Entry for customers with more than 6 months good payment records

Benefit from paying your loan on time - our way of saying thank you!



For fairness, quality & choice, visit www.fairforyou.co.uk

Savvy consumers

We love your pictures!!!

We are a very boring loans company, so we love seeing your pictures of what we provide loans for. Our customers have very beautiful children!

"Would highly recommend fair for you to anyone they are friendly and helpful!"

Romayne



Energy Efficiency



Care for your clothes and the environment.

For a machine that's kind to the environment, the Ultima S-Line with Eco Rain Technology has been developed, with its A+++ -30% energy rating. Eco rain is an additional feature, that works alongside the traditional method of water filling the drum from the bottom, although much less water is used. Water is sprayed onto clothes during the rinse phase using up to 30% less water, and 50% less energy.



A washing machine that is kind to the environment and your clothes



RECOMMEND A FRIEND AND GET £5 OFF YOUR LOAN EVERY TIME

When you recommend us to a friend we will give you £5 off a loan every time you shop with us. Our way of saying 'thank you'.



ENTER OUR COMPETITION TO WIN

Win a Hotpoint energy efficient washing machine worth £499

Send us your reason why you need an energy efficient washing machine?

You can include pictures and the best 2 voted by our team will get their washing machine for Christmas.

Send to Charlotte.bailey@fairforyou.co.uk



We're delighted to be the first (and only) national lender to have achieved the Buy With Confidence accreditation



DON'T JUST TAKE OUR WORD FOR IT

Flexible and affordable

- With Fair for You, you can set your loan to suit your budget.
- You can pay weekly, fortnightly, four weekly or monthly.
- From 12 weeks to 2 years.

NOW AVAILABLE... PAY NOW OPTION

For customers who don't need a loan every time but want to buy through Fair for You - because of our great service and products



Kate

"Excellent. Best company ever - really quick process."

"Perfect customer service. Very pleased filled in a form online, received an email and a phone call same day. Got accepted and my purchase will be here tomorrow."

Miss H

Ronald

"Excellent service. Great payment options and very understanding."

"Excellent experience. Really quick with the application, notifications very polite on the phone, very fast delivery, overall an excellent experience when I was at my wits end, thank you."

Kim

Michael

"Excellent service and great prices. Unlike some companies that charge loads for using the service Fair for You are very fair low repayments and low interest will definitely use again"

A quick and easy way to apply for your loan:

BROWSE

Choose your item from our range of online retailers

APPLY

Get an instant decision on your loan application

AGREE

Our team will call you to make sure you're happy with your loan arrangements

CONFIRM

Sign your digital e-loan agreement using a mouse or touch screen device

DELIVERY

Once booked, we'll deliver for free within 72 hours

MORE PRODUCTS BEING ADDED EVERY MONTH



www.fairforyou.co.uk
0333 433 0739

Fair for You

@Fair for You CIC

“Fair for You is a much needed, welcome and fairer alternative to expensive, high cost weekly payment stores. It's great to see a social enterprise approach in this area and it's reassuring to know the services on offer are truly designed with the customer in mind.”

Lee Healey - IncomeMax CIC

IncomeMax

Terms and conditions apply. Finance subject to status. Applicants must be 18 or over and resident in the UK. Credit provided by Fair for You. Fair for You is the trading name of Fair for You Enterprise CIC a company limited by guarantee. Fair for You Enterprise CIC is the lender and lends to allow the purchase of goods from the retailer. We get commission from the retailer. Registered in England and Wales - number 9798014. Registered address: Delta View, 2309 Coventry Road, Birmingham B26 3PN. Authorised and Regulated by the Financial Conduct Authority, FRN 719715. Members of the Financial Ombudsman Scheme.

NEW

For fairness, quality & choice, visit www.fairforyou.co.uk