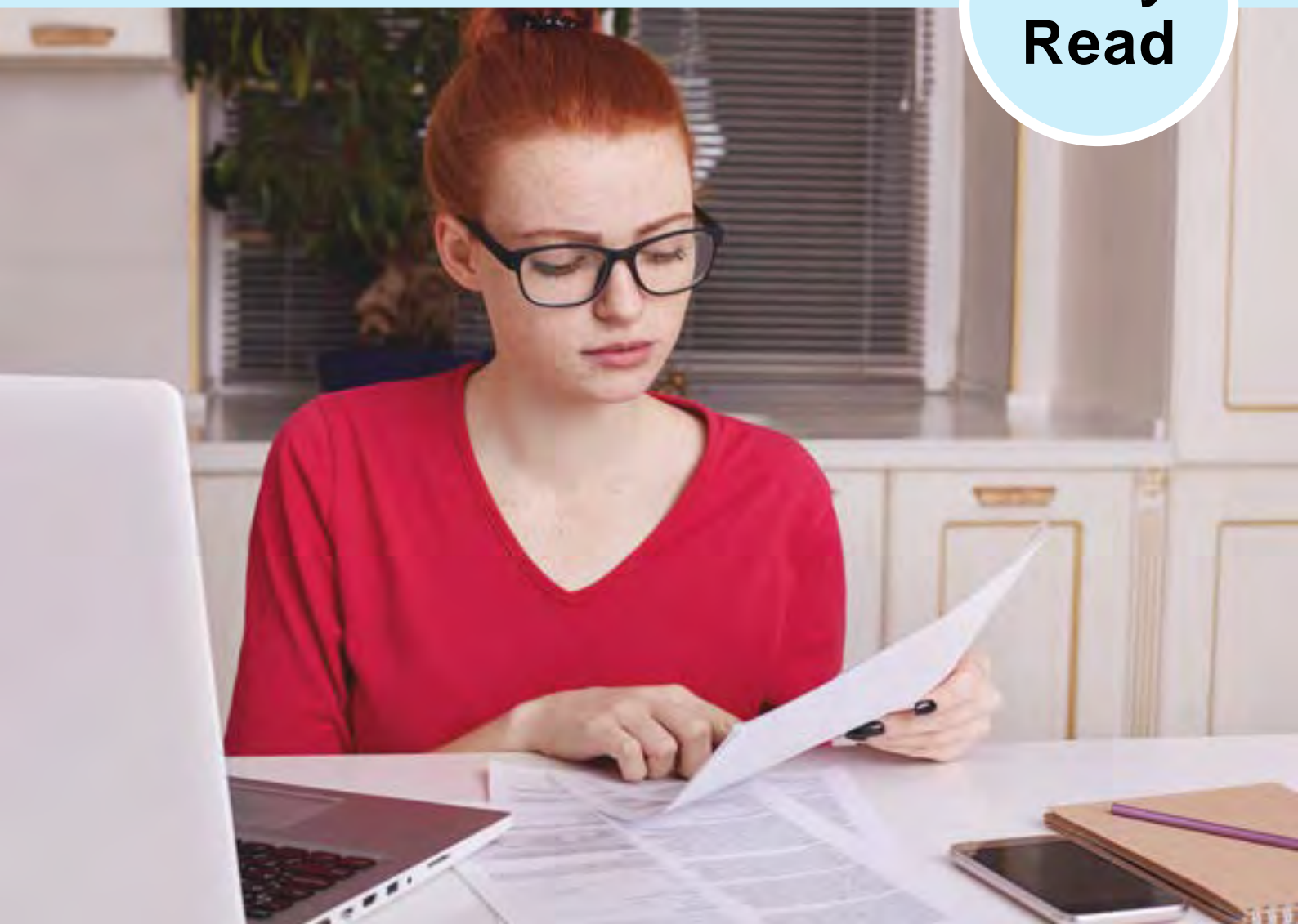


A to Z Easy Read Guide to help you understand your statement

**Easy
Read**





Please use this document to help you understand some of the words or phrases used in your statement, which is an important financial document.

You will find some of the same wording or phrases are also used in your Agreement.

The Easy Read guide is organised alphabetically.

The following words and pictures have been used to help explain things for you.



Agreed sum

This is your monthly payment for your agreement.



Balance

The amount of money left that you have to pay us back.

Opening balance

The amount of money you had left to pay after signing up for the finance and before any payments or charges were made.

Closing balance

The amount of money left to pay if you were to pay your agreement off in full.



Citizens Advice

They can offer free advice and support if you are worried about your agreement.



Consumer Credit Act (1974)

This is a law that protects you. It sets rules about how we lend money.



Credit

When you make an agreement to borrow money and pay it back later with interest.



Credit agreement

A legal document that sets the terms of your loan. The terms are the rules made between you and us.



Debt under the agreement

The money you need to pay us back under the credit agreement we have, which we also refer to as the Balance.



Direct Debit

A monthly payment you have agreed to pay us that is automatically taken out of your bank account.



Dispute resolution

If you have a problem with your agreement, please get in touch. We can help.

Our contact details are on your statement. You can find out more information on the Black Horse website at <https://www.blackhorse.co.uk/help/complaints.html>



Due date

The same date every month that your payment should reach us.



Duration

This is the total length of time in months your credit agreement will last.

TOTAL
AMOUNT

+



Extra amount to pay

You may have to pay extra at the end of your agreement:

- if you took a payment holiday
- if you changed your due date.



Final settlement figure

You may want to end your agreement early. This is the total amount you would need to pay us to do this.



Financial Ombudsman Service (FOS)

If you have a problem with us, the Financial Ombudsman Service can help you. They offer free advice and support.



Give us notice

You may want to pay **all** the money you owe us **before** the end of the agreement. You must let us know before you pay it.



Hire Purchase (HP)

A finance plan that allows you to spread the cost of your vehicle by making monthly repayments over an agreed term, after which you will own the vehicle.



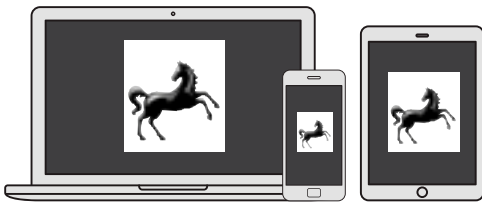
Interest charges

The amount we charge for lending you money.



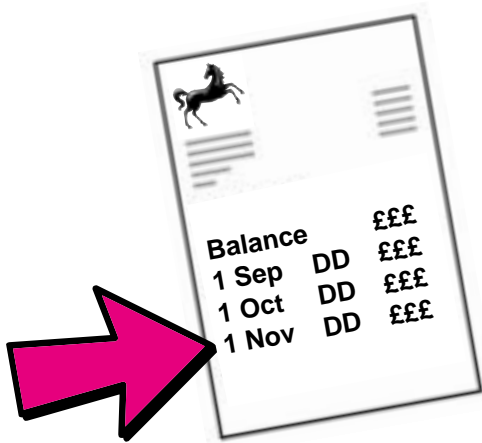
Interest rate

The rate of interest we charge you is shown as a percentage on your statement and in your agreement.



Manage account online

You can manage your loan on your computer, tablet, or mobile phone. You need to register for an online account if you do not have one. It is free to register.



Movement

This simply means any changes to the balance of your account.

For example, after a Direct Debit payment has been made.



Payment holiday

A break from paying us for an agreed amount of time without penalties.



Personal Contract Purchase (PCP)

A finance plan that allows you to make monthly repayments over an agreed period.

At the end of your agreement, you can return the car to us or pay the optional final repayment to own the vehicle.



Personal data

Information that can identify you, such as your name and address.



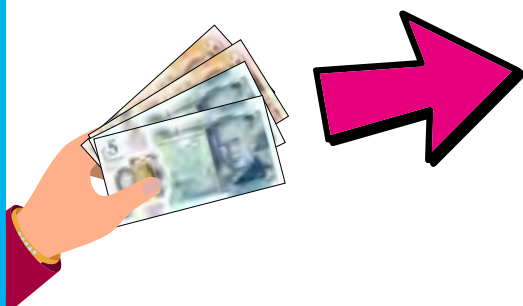
Privacy Notice

A statement that explains how we collect, use, keep and share your personal information.



Products and added extras

These are extras you can add to your loan or agreement, such as insurance.



Repayments

When you make a monthly payment towards the money you have borrowed. This is usually a Direct Debit that comes from your bank account.



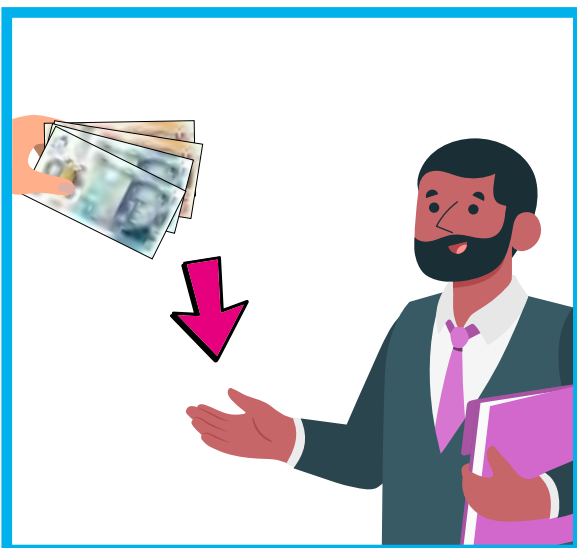
Retain the goods

You will not be allowed to keep the vehicle if you end the agreement early.



Settlement figure

If you want to pay off your loan, this is how much is left to pay.



Settling your credit agreement early

You can settle your agreement early by paying off the amount you owe us.



Sums due

How much money you need to repay us each month, including interest and costs.



Termination

You have the right to end your agreement early. You will need to contact us first. We will talk through your options with you.



Terms of your agreement

These are the rules of your agreement.



Transactions

These are listed/labelled as payments and charges on statements.

£50.25 CHG

Charges adjustment

CHG appears next to any amounts shown on your statement that have been changed. For example, changing your payment date may mean we add a charge adjustment to your statement.

They will appear alongside other transactions on your statement – where money has moved to us or back to you.

£325.25 CR

CR – credit

CR appears next to an amount on your statement where a payment has been made by you.



Unpaid Direct Debit

When there is not enough money in your bank account to make a Direct Debit payment.



Debit card repayment

A payment made with a bank debit card.



Late payment charge

If the payment is not made by the due date, a late fee will be charged.

This Easy Read document was designed by Royal National Institute of Blind People (RNIB)

www.rnib.org.uk

Images

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