

# Neyber Loans

Key Facts Document

# Key Loan Facts

<b>Loan Amounts</b>	You can apply to borrow between £2,000 and £25,000 however the loan amount you are offered may differ from that which you applied for depending on your personal circumstances.
<b>Loan Terms</b>	You can choose the loan term (length of loan agreement) to suit you, from 1 to 5 years.
<b>Loan Repayments</b>	You agree that loan repayments will be made by direct salary deductions made by your employer and passed to Neyber on your behalf. You will also be required to complete a direct debit instruction which will become the payment method if you leave your employer prior to the end of the loan term.
<b>Eligibility Criteria</b>	<p>In order to apply for a Neyber Loan you must:</p> <ul style="list-style-type: none"><li>• Be aged 21 or over;</li><li>• Have an annual gross income greater than the minimum wage (£13,500);</li><li>• Have had a permanent contract with your current employer for a minimum of 6 months;</li><li>• Not be currently serving your probation or notice period;</li><li>• Not currently have any County Court Judgements (CCJs)/Decrees totalling over £500;</li><li>• Not have been registered as insolvent in the last 6 years;</li><li>• Not have entered into an Individual Voluntary Agreement (IVA)/or a debt management programme within the last 6 years, and;</li><li>• Your employer must be registered with Neyber.</li></ul> <p>These criteria are subject to periodic review and may vary depending on your employer.</p>

<b>Loan Purpose</b>	Your loan is for your personal needs. For example, consolidation of other lending (other loans, credit cards, store cards etc.), car purchase, holidays, weddings etc. It cannot be used for business purposes, towards the purchase of a property or speculative investment.
<b>Interest Rates</b>	You'll be offered one of our fixed rates of 3.9% APR (Excellent), 7.9% APR (Great), 12.9% APR (Good) and 17.9% APR (OK). The rate you are offered will depend on your personal circumstances.
<b>Representative APR</b>	APR is the Annual Percentage Rate which shows the overall cost of credit as an annual rate of charge. It takes into account the interest, charges and any other costs involved in getting credit, which makes it easy to compare across the market. The APR you will pay depends upon the amount you wish to borrow and a credit and affordability assessment conducted by us of your individual circumstances and may differ from the advertised Representative APR. We reserve the right to refuse any application and to refuse a loan for certain purposes.
<b>Fees</b>	We don't charge any set-up or early repayment fees. Should you leave your employer, we may charge a discretionary £12.00 administrative fee to move your repayments over to direct debit.

## Financial Wellbeing

At Neyber, we care about financial wellbeing because we believe hard-working people deserve to be stress-free when it comes to money. Based on our research, around two thirds of UK employees currently experience money worries. This not only affects their personal life but it also impacts their professional life. Over half of UK employees said that money worries affect their behaviour and ability to perform in the workplace. If you would like more information about managing your finances please give us a call. You can also find more information online in the Help and Financial Wellbeing areas of our website.

## Pre-Contractual Explanation

### What is a Neyber Loan?

A Neyber Loan is a personal loan from Neyber for a fixed amount, repayable by salary deductions taken by your employer and passed to Neyber over a fixed period of time with

interest charged at a fixed rate. The duration or term of the loan will depend on what is agreed but is generally between 1 and 5 years, making a Neyber Loan unsuitable for long term borrowing. The loan is unsecured which means that Neyber will not take a charge over your property when you take out the loan.

*→ In simple terms, it's a fixed sum of money borrowed from us which is repaid in equal, fixed, monthly instalments by salary deductions over an agreed term. As long as you don't miss any payments the loan will be fully repaid at the end of the loan term. The Neyber Loan is not secured against your home.*

## What checks do you need to do in order to agree a Neyber loan?

If you wish to find out the loan type and rate you will be offered if you apply for a loan with Neyber, then we will, with your prior consent, conduct a soft credit search on you and any financial associates. This will leave a "footprint" on your credit file however, this "footprint" will only be visible to yourself and Neyber.

If you choose to apply for a loan, we will perform a full credit search which will leave a visible credit search "footprint" on your credit file. We will also confirm your employment details with your employer and we may also ask you for additional information to help us assess your application.

You will also agree to making loan repayments via direct salary deductions and provide a direct debit mandate that will be used should you leave your employer.

We may decline your application if you provide us with any false information as part of your application, or if there are issues with your credit score when we check your details with a credit reference agency. Where we decline an application we will share with you the reasons why we were unable to accept the application.

*→ In simple terms, to apply for a Neyber Loan you must agree to us conducting a credit search on you and confirming your employment details with your employer. It's very important to provide accurate information in your application – we might decline your application based on the results of your credit search, or if you have provided false information.*

## How much do I have to pay under the agreement?

You will need to make repayments every month by salary deductions which are taken by your employer on your behalf and passed to Neyber. These repayments include principal (the original loan amount) and interest over the duration of the loan. The monthly repayments will be for the same amount every month until the loan is fully repaid. Before you accept your Loan, our application journey will detail the monthly payments, APR interest rate, the term and the total amount repayable over that term.

Once you accept your Neyber Loan, details of the amount you have to pay (both monthly and in total, including interest) the frequency, the number of repayments and the duration of the loan, are contained in Part 1 – Key Loan Terms of your Neyber Loan agreement. Each year, on or about the anniversary of your loan opening, you will receive a loan statement confirming details of repayments made and repayments outstanding. You can also check the status of your account online at any time.

→ *In simple terms, you pay a fixed amount each month by salary deduction (made up of the original loan amount and the interest charged). Your Neyber Loan agreement will detail how much you pay (in total and each month). We will send you an annual statement confirming repayments made and the remaining sum to be paid.*

## What are the consequences if I do not keep up with repayments?

If you miss a loan payment we will record the details with a credit reference agency. Notifying the credit reference agency could damage your credit rating and may make it more difficult and costly for you to obtain credit in the future. Also, failure to make your loan payments may result in us taking enforcement action against you in order to recover the monies that are owed which could include legal proceedings being taken against you by Neyber.

A charge of £12.00 may be added to your account by Neyber to cover the cost of additional administration Neyber incurs due to the missed payment, together with the unpaid interest from the missed payment. Interest will continue to accrue and your debt will grow until your arrears are cleared.

If you don't make your repayments and incur significant arrears we may decide to sell or transfer your loan to a debt recovery company.

→ *In simple terms, if you miss a repayment, we will record the details with a credit reference agency which could damage your credit rating.*

*Neyber may charge you £12.00 to cover administration costs.*

*If you miss multiple repayments, your credit rating will be damaged and you might have legal proceedings brought against you.*

*In the very worst case we may instruct a debt collections company to recover the debt from you on our behalf.*

*To avoid getting into this situation, please contact us if you are having financial difficulties.*

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*To avoid getting into this situation, please contact us if you are having financial difficulties.*

## Are there any features of the agreement which may operate in a manner which may adversely affect me?

Before accepting your Neyber Loan you should read all the pre-contractual information carefully, including the Standard European Consumer Credit Information (SECCI) and the Neyber Loan Agreement provided to you online, to ensure that this is the best product for you and that you understand the features of this product. You are advised to print a copy of this online documentation.

Your Neyber Loan repayments will be deducted directly from your salary by your employer and passed to Neyber on your behalf. You should therefore ensure that you can afford the repayments before you accept your Neyber Loan offer.

→ *In simple terms, you should read all documentation provided to you and consider the information carefully before taking out a Neyber Loan to make sure that it is right for you.*

## Your Right to Withdraw

You have 14 days to change your mind from the day after you accept the Neyber Loan agreement, withdrawing from the loan altogether. If you exercise the right to withdraw from the agreement you must repay any monies we have advanced to you, together with the interest accrued during the period that you had access to the funds, within 30 days from the date that you notified us of your intention to withdraw.

If you want to withdraw you can do so by contacting us in writing or by telephone. Please refer to the contact details at the foot of each page of this document.

*→ In simple terms, you can change your mind up to 14 days after you accept your Neyber Loan. If you do this, you must repay everything you owe to us, including accrued interest.*

## Can I repay my Neyber Loan early?

Yes, you can request an early settlement figure at any time. No early settlement fees will be charged in addition to the settlement figure.

We calculate your settlement figure by first determining your 'settlement date'. We work out your settlement date by counting forward 28 days from the date we receive your request to settle early. We will charge interest up to your settlement date.

Should you wish to settle your loan earlier than this settlement date, please contact us and we will agree a revised settlement figure and settlement date. Your revised settlement figure will be valid for 7 days from the date provided. You are entitled to make a partial repayment of your Neyber Loan at any time.

If you make a partial repayment this will reduce the term of your loan. Alternatively, if you would prefer to reduce your monthly repayment amount and maintain your original loan term, please contact us to arrange.

Neyber will not charge you any fees if you make a partial or early repayment to your loan.

*→ In simple terms, you may repay the loan in full or in part at any time before the final payment is due. Details of how to do this are in your agreement.*

*A Neyber loan is designed for borrowing a fixed amount of money over the full term of the loan, however it can be repaid early if you wish. When you make a partial repayment this will reduce the term of your loan. Alternatively, you could choose to reduce your monthly repayment amount and maintain your original loan term.*

# About Neyber

Neyber Limited (Neyber) is a company registered in England and Wales under company number 08806631, with the registered office address:

1st Floor,  
3 Finsbury Avenue,  
London, EC2M 2AR

Neyber is authorised and regulated by the Financial Conduct Authority (“FCA”) to enter into a regulated credit agreement as a lender, exercise, or have the right to exercise the lender’s rights and duties under a regulated credit agreement, to carry out credit broking activities and debt adjusting activities, under reference number 718709.

Neyber is registered with the Information Commissioner’s Office under registration number ZA039009.

## How to contact us

If you have any questions about Neyber Loans, or if you require further information or explanations, you can contact us at:

Neyber Limited  
1st Floor,  
3 Finsbury Avenue,  
London, EC2M 2AR

**Telephone** - 0800 820 3103 or 0203 744 0552

**Email** – [contactus@neyber.co.uk](mailto:contactus@neyber.co.uk)



# Neyber Standards of Lending Practice

## Neyber's commitment to you

At Neyber, we have a responsibility to act fairly and as part of this we have committed to follow the Lending Practice Standards which are monitored and enforced by the Lending Standard Board ([www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)). Set out below are some of our key responsibilities and what we ask of you to ensure a mutually beneficial relationship.

- We will treat you fairly and reasonably at all times
- We will lend responsibly and aim to provide a product that is affordable for you
- We will provide you with information about your Neyber Loan in a clear and understandable way, so that you can decide what's best for you and your needs
- We will try to make sure our products and services offer the flexibility to meet your needs wherever possible
- We will provide you with a high level of service and listen to your concerns
- If you tell us about any inaccuracies in the information we hold about you, we will act quickly to put it right
- We will always aim to help you if you are having trouble financially. We will listen to you and try to understand your circumstances, trying to find options that you can afford
- Where appropriate, we will provide you details of organisations who can provide you with free debt advice

# Neyber Standards of Lending Practice

## What we ask of you

We ask you to:

- Be open and honest in your dealings with Neyber
- Think carefully about the affordability of the repayments associated with the money you want to borrow
- Take care of your personal information, online log-in details and other security information to help prevent fraud
- Tell us as soon as possible if you know or suspect someone is misusing your confidential information e.g. your online login details
- Regularly check your online account statement. If anything isn't right, please get in touch with us
- Talk to us if you are experiencing financial difficulties

Please contact Neyber if:

- Your contact details are changing, e.g. address, email, phone number
- Your circumstances change, particularly if what's happened is likely to cause you difficulties in making your Neyber Loan Repayments or cause you financial difficulties
- You are leaving your current employer
- You think that you won't be able to keep up with your repayments

The sooner you do this, the more likely it is we'll be able to find a way to help you.