JIGSAW
FINANCE

Commission Disclosure Policy

Who regulates us?

Jigsaw Finance Limited is authorised and regulated by the Financial Conduct Authority (FCA), firm reference number (FRN) 679612. We are a credit broker, not a lender. We can introduce customers to a limited panel of lenders. We operate on a non-advised basis, meaning we do not provide financial advice or make recommendations. Instead, we explain the key features of the available finance options so that customers can make an informed choice.

What Products do we offer?

We are only able to offer finance products from these providers, which may be suitable for the customer. As a credit broker with a limited panel of preferred credit providers from whom we receive commission, Jigsaw is not impartial, and we may be influenced by the amount of commission we earn. Although we receive commission from lenders, we aim to provide finance solutions that meet our customers' needs.

Commission and How We Are Paid

We receive a commission from lenders when we introduce a customer and finance is arranged. This is for the work in facilitating and arranging the Finance. This commission is either a fixed fee or a percentage of the loan amount. The amount we receive varies by lender and product type.

We do not charge the customer a fee. Instead, the lender pays us a one-off commission, which may also be shared with you (the Introducer). The lenders we approach first are among the highest-paying lenders on our panel. However, they have also been selected based on their likelihood of approving customers with good credit profiles.

What Must Be Disclosed to Customers?

- Customers must be told that we receive commission from the start; this is detailed in our Initial Disclosure Document.
- The amount and calculation method of commission must be disclosed before the finance agreement is signed and we obtain written confirmation from the customer acknowledging this disclosure. This is detailed in our eSign document, which is sent and signed before the finance documents are sent and signed.

Why This Matters

The FCA requires commission disclosure when:

- The commission could influence which product is offered.
- Knowing the commission could affect the customer's decision.
- A customer asks about commission.

Being transparent ensures customers make fully informed choices and maintains compliance with FCA rules, including those following the High Court ruling on motor finance commissions.

Commission Disclosure Requests

If a customer asks about past commission arrangements, they can contact: customerservice@jigsawfinance.com