

## Switching Invoice Finance Provider: What to expect

This document has been prepared by the UK Finance Invoice Finance and Asset-Based Lending (IF/ABL) Product and Service Board to provide further information about the Inter-Member Transfer Process (IMTP) and what a client business should expect when switching their invoice finance facility between two IF/ABL Members.

### Introduction

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Over 34,000 businesses in the UK use invoice finance and asset-based lending. Those businesses range from small start-ups up to large corporates and everything in between. It is a competitive and diverse marketplace, with a wide range of products and services offered by banks and specialist non-bank finance providers.

Invoice finance and asset-based lending is normally used to provide a rolling ongoing finance facility. The funding available increases in line with the assets of the client business. The most common asset is the debts owed to the client by its business customers, as represented by its invoices. As funding is provided to the client business in *advance* against invoices that are yet to be paid by business customers, if a business wishes to switch their finance facility to another provider, the funding that has been advanced will need to be either repaid by the client or the incoming finance provider.

### What is the Inter-Member Transfer Process?

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UK Finance IF/ABL Members have agreed a procedure to make it as easy as possible for a client business to switch funding provider in relation to the provision of invoice finance. This procedure is called the Inter-Member Transfer Process (IMTP) and will normally be followed whenever a client transfers from one IF/ABL Member to another IF/ABL Member.

The IMTP includes a number of commitments that IF/ABL Members will meet in relation to the transfer, to facilitate the smooth transfer of clients between Members.

If a client or former client believes the commitments have not been met, they can raise a complaint with the Member involved. If the issue is not then addressed to their satisfaction by the Member they can access the independent [Complaints Process](#) under the UK Finance IF/ABL [Standards Framework](#).

Please note, the IMTP is a process agreed between IF/ABL Members and is ultimately overseen by the Professional Standards Council (PSC). It is specific to the provision of invoice finance and is separate to other processes such as the [Current Account Switch Guarantee](#) scheme and the protocol on the provision of [Deeds of Priority and Waivers](#).

The UK Finance IF/ABL Membership includes all the significant providers of invoice finance and asset-based lending in the UK. All IF/ABL Members have committed to meet the obligations set out in the IMTP. Please note, however, that whilst finance providers that are not UK Finance IF/ABL Members may choose to meet some or all of the commitments, it is not possible to raise complaints about non-UK Finance IF/ABL Members through the independent Complaints Process. The IMTP is a reciprocal cooperative process and requires all three parties (the incoming and outgoing finance provider and the client business) to act in good faith. An IF/ABL Member is not obliged to follow the IMTP when dealing with a finance provider that is not an IF/ABL Member although they may choose to do so if they wish. A full list of IF/ABL Members is available [here](#).

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### Commitments of IF/ABL Members

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The following commitments apply to any transfer between UK Finance IF/ABL Members.

- 1. The Incoming and Outgoing Members will work together in the best interests of the client;**
- 2. Throughout the pre-transfer and post-transfer process Members will always communicate with the client to ensure a smooth transfer;**
- 3. The outgoing Member will provide timely visibility of all cash items relating to a client for a period of three months from the date of transfer;**
- 4. Should a client believe that an IF/ABL Member has failed to deliver on these commitments, the Member will be accountable under the UK Finance IF/ABL complaints process.**

These commitments are focused on ensuring that IF/ABL Members work together and communicate with each other, as well as with the client business, to ensure that the process works smoothly, and to ensure that the client is kept informed of the progress of any transfer.

IF/ABL Members are also committed to ensuring that following a transfer, any monies received from debtors/customers relating to the debts transferred is advised and forwarded to the new provider in a timely manner to avoid any unnecessary disruption to the client business.

In addition to these commitments, UK Finance has set out an example of what to expect when transferring provider. The next page shows a chart of what to expect during a transfer and how the process should work. A brief checklist of matters the client business should consider to help ensure a smooth transfer follows below.

### What the Client Business should do

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The client will need to check the terms of the agreement to ensure that any contractual obligations under the existing finance facility have been or will be met, or otherwise ensure that agreement has been reached to enable the client to move provider. These obligations might include the minimum term or length of the existing agreement, or a requirement to give a period of notice to end the existing agreement. It is advisable that the client contacts their existing finance provider as soon as possible to ensure there are no undue delays.

To assist in the smooth transfer of invoice finance provider it is advisable that the client ensures that general administration is up to date around the date of transfer, particularly in relation to the sales ledger. This will help ensure that an accurate sales ledger can be provided to the incoming finance provider.

As noted above, to switch finance provider any outstanding indebtedness to the outgoing finance provider will need to be repaid. This is usually provided by the funds generated by the incoming finance provider. Under the IMTP, IF/ABL Members communicate with each other by way of various documentation to complete the transfer. The client would want to ensure that sufficient funds will be generated from the new facility to repay the existing facility.

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### UK FINANCE IF/ABL Member obligations

A staged list of the actions that will take place as part of the IMTP is set out below. The timescales are subject to the provision of correct and timely information by all parties, and they only relate to transfers between UK Finance IF/ABL Members.

	Outgoing Financier	Incoming Financier
<b>Pre – Transfer</b>		
<b>Day 1</b>		Following confirmation from the client to proceed with the Transfer the Incoming Member contacts the Outgoing Member to exchange details and agree Date of Transfer
<b>Day 3</b>	Outgoing Member responds within two working days with required information and to agree Date of Transfer	
<b>Day before Transfer</b>		Incoming Member sends request for confirmation of repayment amount no later than close of business the day before Date of Transfer
<b>Day of Transfer</b>	Outgoing Member sends confirmation of amount required, no later than <u>12pm</u> on Day of Transfer and confirms that upon receipt of funds they will have no further interest in debts or security of the client	Incoming Member transfers agreed balance by close of business on Date of Transfer
<b>Post – Transfer</b>		
<b>Within four working days</b>	Outgoing Member releases any security held in relation to the transferred facility	
	Incoming and Outgoing Members will both write to any disclosed <sup>1</sup> debtors to confirm the Transfer and to notify change of bank details.	
<b>For three months post transfer</b>	Outgoing Member transfers debtor/customer receipts following identification within three working days <sup>2</sup> and continues to provide visibility of transactions for three months.	

<sup>1</sup> Disclosed = Where debtors are aware of finance providers involvement

<sup>2</sup> The outgoing Member commits to forwarding payments within three working days of the outgoing Member being aware of the payment being made AND the funds being cleared. Please also note that the commitment is to send the payment, and therefore receipt of payment might exceed three working days.