



Welcome



Thank you for enquiring about membership of the NACFB. This booklet gives you information about the Association and the benefits of becoming a member. Our membership is made up of broker firms from different sectors of the market; from commercial mortgages to vehicle finance, from leasing and asset finance to buy-to-let. We believe we represent the best of the commercial broker market and aim to encourage high standards of professionalism. We offer support, advice and training to all our members to achieve this.

Please do contact us if there is anything you would like to discuss.

We look forward to welcoming you.

Warm regards,



Adam Tyler
Chief Executive
NACFB

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About the NACFB

The National Association of Commercial Finance Brokers (NACFB) is the national trade body for brokers who arrange finance for businesses. NACFB members work across the whole commercial finance sector and operate in areas such as commercial mortgages, leasing and asset finance and vehicle finance. The NACFB works to encourage best practice in a largely unregulated sector of the market, and every potential member is vetted before they are allowed to join. NACFB members must comply with a Code of Practice.

The Association offers:

- Access to exclusive arrangements with our lenders and partners;
- an events programme, including training and development and networking events;
- regular communication and industry updates with members via a fortnightly electronic newsletter or a quarterly hard copy magazine;
- legal and compliance updates to keep members informed of any changes in regulation or legislation which could affect them;
- a CPD programme for its members; to develop skills and help them work to the highest standards;
- qualifications in association with the ifs School of Finance;
- a Member's handbook published annually which lists all members and Patrons, as well as key information about the Association;
- competitive professional indemnity insurance.

For further information on the benefits of becoming an NACFB member, please take a look at the rest of this brochure, visit our website or contact the Exeter office on 01392 440040.



How do I become a full member of the NACFB?

The process is very simple. If you haven't received an application form along with this brochure you can find one on our website or you can contact the Exeter office and one will be sent out in the post to you. Once this form has been completed and returned to us, along with the requested accompanying documentation, your application will be appraised by the NACFB head office. We will need to ask for references from two lenders you frequently do business with, along with your own bankers. This can delay the membership process, so please bear with us.

Once all the documentation – including references – has been received, the application is forwarded to the Association's Compliance Committee for approval. If successful, members are then notified of your intention to join as a **full member**. You will then receive your welcome pack in the post – but please feel free to contact the Membership team here in Exeter if you have any queries.

If you are unable to supply any of the required documentation – because you are new to broking, for example – you might be more suited to an introductory grade of membership called **associate membership**. This level of membership is designed to be temporary, to allow new brokers the opportunity to gain experience

while remaining as members of the Association. **Associate membership** is reviewed annually on renewal, but if you would like to upgrade to full membership before then, please contact the Exeter office for more information. Associate members are not entitled to use the NACFB logo and will not be listed on the 'Find a Broker' search on the NACFB website. Associate members are also not allowed to market to other members in the NACFB magazine.

Compliance and the Code of Practice

Once you are accepted as an NACFB member you must adhere to our Code of Practice. The NACFB was founded to enhance professional standards within the commercial finance industry which is still largely unregulated. All members should: hold a consumer credit licence; be registered with the Information Commissioner for Data Protection and hold professional indemnity insurance.

Code of Practice

The NACFB Code of Practice sets out the way in which we expect our members to conduct themselves and the way they conduct their business. It is not prescriptive, but instead encourages best practice, transparency, fairness and treating the customer fairly. The Code of Practice also sets out the Association's complaints procedure and how any customer complaints are dealt with by the NACFB.

Terms of Business

The NACFB has drafted a model Terms of Business agreement which any member is entitled to use. Using the model agreement isn't compulsory – but because you can edit it to suit your own business, many brokers have found it to be a very useful tool. The model Terms of Business agreement is available in the Members section of our website and on the disc you receive as part of your membership package.

Model Complaints Procedure

As part of the drive toward professionalism, all members must adopt a full, in house complaints procedure. The Association has drafted a model which members are free to adopt should they choose. This, like the model Terms of Business agreement, is available in the Members section of our website.

CPD

All members are expected to complete 35 hours of continuing professional development (CPD) over the course of each year of membership. A record card is included with your membership pack. All NACFB events count towards your CPD total. For details of the CPD scheme, please see the CPD document which you will find in your membership pack and on the NACFB website.

NACFB Publications

The NACFB produces a regular magazine which covers a wide range of topics: what's new in the Association, changes to legislation and introductions to new Patrons. The NACFB also produces a yearbook every year listing all members and Patrons and their business specialities.

NACFB magazine

If your business issues press releases, please make sure a copy comes to the NACFB's Exeter office. You can e-mail them directly to nikki.cann@nacfb.org.uk. Any stories relevant to the commercial broker market will be considered for inclusion in the Association's magazine. Obviously, publication is subject to space available, however if your business has won an award, opened a second office or if you have swum the channel for charity, let us know!

Member forum

This is an opportunity for advertorial in the magazine only available to full members. It's a good opportunity to highlight any unique selling points: what sets your business apart from the rest of the market. All member forum articles are published along with a photo and copy of your business's logo.

NACFB Members' Handbook

Each year the NACFB, in association with The Finance Book, produces a Members' Handbook. The handbook includes the details of every member and Patron of the NACFB and their business specialities.

This book contains everything an NACFB broker needs to know about their Association: including a copy of the Code of Practice and details about the services the Association offers; and is designed to be used every day.

NACFB electronic newsletter

Every fortnight the Association publishes updates on events, news, projects and members' stories.



NACFB events

The NACFB runs different events for members across the UK for all its members. The Association believes that one of the best ways of supporting brokers is by encouraging networking and bringing members and lenders together. The highlight of the NACFB calendar is the Gala Dinner which takes place after the Association's AGM each November.

NACFB Regional Workshops

The Association runs a number of Regional Workshops around the country throughout the year. A Regional Workshop event can take several different formats, but in each case speakers from across the industry are invited to present on industry topics, or on business development, or on any area which is of interest to commercial finance brokers. Previous subjects have included money laundering; an introduction to invoice finance; how to make PR work for you; and a beginner's guide to leasing and asset finance. Regional workshops are also a great networking opportunity.

NACFB Gala Dinner

The AGM and Gala dinner is the highlight of the Association's calendar. Usually held in November, the Gala Dinner enjoys an attendance of around 500 guests and is always held in a prestigious venue; previous events have been held in such diverse locations as The Natural History Museum, Stamford Bridge and the Celtic Manor Resort. The evening begins with a champagne reception and the dinner is followed by the industry Awards ceremony – the winners are voted for by NACFB members. In recent years after dinner speakers have included Sir Freddie Trueman, Ronnie Corbett and Sir Geoff Hurst.

Commercial Finance Expo

The NACFB runs the Commercial Finance Expo which takes place on an annual basis at the NEC in Birmingham. This show is designed to bring everyone from across the commercial finance industry together under one roof. The Expo showcases exhibitors from the leasing and asset finance, commercial mortgage, and invoice finance industries; as well as representatives from other companies who operate within the sector. The show also incorporates the NACFB Annual Conference which features key speakers from across the industry.

The Association also runs 'Networking Days' which are designed as small, informal exhibitions - with the emphasis very much on meeting and talking. The aim behind the event is to meet NACFB Patron lenders and funders you may not have done business with before, along with fellow brokers from across the UK.



NACFB Member Services

The NACFB has been working with major names in the financial services industry to offer members access to products and services from market leading providers. The key to be able to offer these is the Association's own back office software: CommercialKeeper.

CommercialKeeper

The first back office software system designed especially for commercial finance brokers. The system is designed to be simple – and allow brokers to keep track of their both their clients and their cases. The system is remotely hosted and members gain access via the internet.

Client data is stored remotely and securely in one of the UK's major data centres used by companies such as Google UK. All data is automatically backed up and copied to a different location in the UK.

There is a host of functionality available to help brokers manage and grow their business. A few key features:

- "Easy to use" - minimal training required
- Will help brokers recognise other business opportunities
- Integrated marketing tool to communicate with existing clients
- Ability to bulk mail, email or text clients
- Integrated "To do" lists and diary system so not to miss future opportunities
- Tracks multiple loan providers when placing new business
- Automated document production and storage
- Full address book for clients, providers and 3rd parties
- Will include all NACFB documents as templates

The Association has negotiated several exclusive options for NACFB members. These include no upfront payments for software, a small monthly maintenance cost for system support and remote document storage.

NACFB Partners & CommercialKeeper Referral System

The NACFB works with market leading product and service providers so members have the ability to offer products and services which might be outside of their normal day to day business. Introductions are made via CommercialKeeper Referral System, a free web based introduction system. For further information and an up to date list of NACFB Partners, please contact the Exeter office.



NACFB online

The NACFB website is designed for both the Association's member and the consumer. All the Association's events are listed on the site and you can book your place at these online. All NACFB templates and brochures are also available to members via the website. Full members can be listed on the 'Find a Broker' search used by the UK's SMEs to find an NACFB member near them.

Member Resources

On the NACFB website you will find: copies of our template documents; fact sheets covering many areas of setting up and running your own brokerage; access to the Patron lenders of the NACFB; help with Continuing Professional Development; and other training and development. There are also legal and compliance updates, and the latest in news, views and diary dates from the Association.

There is also the 'Deal Exchange' forum which allows members to post deals they are having trouble placing and for other members to offer their help.

Find a broker

Our 'Find a Broker' search is for consumers looking for a broker in their area and you must be a full member of the Association to qualify for a listing. Search results are sorted by proximity to the business making the enquiry. Your details - including contact point and a link to your website - will be available as part of this search. If you are a full member you can also be able to use the NACFB logo on your site, if you wish.

www.nacfb.org.uk



Training & Education

The NACFB, in conjunction with **ifs School of Finance**, offers two professional qualifications. The Certificate in Commercial Mortgages is open to anyone and acts as a 'primer' for those new to the industry. The Diploma is a more advanced qualification and only available to NACFB members. The NACFB also runs its own CPD programme (details of which are available on page 5).

The Certificate in Commercial Mortgages

(CeCM) covers a broad range of commercial lending topics, giving you a good general understanding of the market; including external influences and the legal and regulatory framework. Some of these topics are:

- Common types of products and schemes
- Factors affecting the value of commercial property
- Risk management in different sectors
- Information gathering, affordability, suitability and breaches of payment

The *ifs School of Finance* recommends you spend between 40–60 hours studying the module, after which the qualification is assessed by a 2-hour multiple-choice examination. CeCM counts towards the NACFB Diploma in Commercial Finance. For more information on either the CeCM or Diploma, including details of costs, please contact the ifs directly or visit www.ifslearning.com

Diploma in Commercial Finance

The Diploma is a flexible and portable qualification designed to provide the essential skills and a firm knowledge base of financial services issues. The programme is made up from two parts:

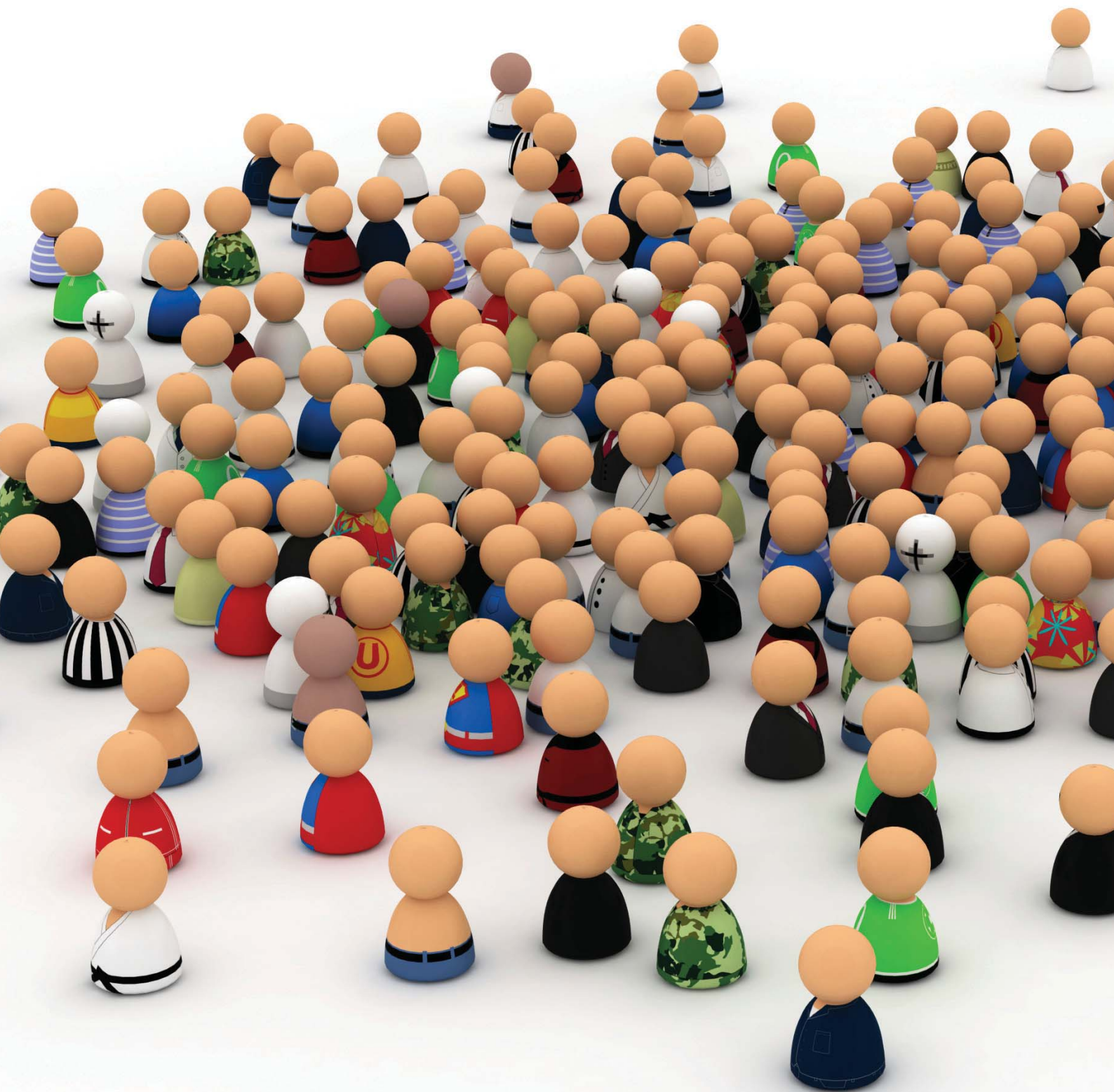
- Three externally assessed subjects from the Chartered Institute of Bankers' Diploma in Financial Services Management (DFSM). One of the subjects (Structure of Accounts) is recommended unless you have a good prior knowledge in this area.
- Completion of 35 hours of CPD activity.

The externally assessed subjects are:

- Structure of Accounts
- Lending and Securities
- Elements of Finance and Leasing
- Asset-based Working Capital Finance

The suggested study time is 120 hours per subject candidates can complete the qualification in as little as 18 months, but are allowed a maximum of four years from the date they first register for the qualification.





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