

Fair4All Finance – No Interest Loans and Consolidation Lending project (the “Project”)

Principles for contract for services (Support Services)

This document sets out the current key commercial terms on which Fair4All Finance anticipates contracting for the No Interest Loans and Consolidation Lending pilot where applicants agree with Fair4All Finance that some costs related to the provision of relevant support services solution(s) will be covered. We have not explicitly defined support services but we envisage that these involve a heightened and customised level of support for customers potentially provided by a specialist third party, this could involve the skills of a debt advisory team in the triage process for example. These principles are not exhaustive and are not intended to be legally binding and are subject to the parties entering into fuller form documentation. This document anticipates the key commercial terms that may relate to those covered costs.

- We are intending to draw on the No Interest Loan Scheme (NILS) contract for services. Subject to bid responses, we will likely incorporate aspects of this agreement set out in that document with appropriate adaptations. The final agreement entered into will heavily depend on the nature of the bid made into the subsidy scheme for the cost of living consolidation lending pilot. For example:
 - we are likely to retain (non exhaustive list) equivalent clauses on: subsidy control, termination, exit planning, data protection and the privacy notice, evaluation, assignment and transfer.
 - we would anticipate customising specific (non exhaustive list) equivalent clauses on: product definition, intellectual property, the arrangements for costs not related to lending capital and bad debt
 - Following our due diligence review we would also anticipate appropriate support services related KPIs in the agreement and arrangements for data security and resilience
- Fair4All Finance may (in its sole discretion) agree to provide funding for the applicant to develop an implementation plan and to prepare for the roll-out of the solution. This may relate to preparations to recruit and train staff for ongoing service delivery or develop a service interfacing directly with lenders/associated services providers to facilitate a seamless customer journey including but not limited to process/service modifications to specifically address issues faced by the target customer cohorts and other preparatory costs. Examples (non exhaustive) could include:
 - The evolution of existing services to meet new use cases eg a stand alone triage support service to enable introduction of customers to appropriate consolidation lending providers or debt advice solutions depending on what is best for the customer, delivered on a fee neutral basis so that the advisor is genuinely impartial;
 - The provision of financial coaching for customers or case management support
 - Support to customers to surface the settlement amounts for debts to be consolidated

- It may also involve costs related to the iterative co-design with Fair4All Finance of more extensive consolidation lending pilot options, which, for example, could entail settling existing debts and acting on behalf of the customer to close their existing facilities
 - setting up the service to ensure customer handoffs to lenders are seamless
- The implementation plan would set out (as a minimum)
 - key developments necessary to enable the issues faced by the target customer cohorts to be addressed on the basis that the arrangements to provide the support to these customers requires additional the design and implementation of new/amended services and or processes
 - key preparatory steps necessary to enable the applicant to design, test and implement the solution
 - deliverables to be achieved by the applicant including volumes of customers to be supported and timetable for delivery including any planned expansion phases
 - Fair4All Finance may provide support to the applicant to tailor services to the underlying borrowers and in the promotion of the services to responsible lenders
- Subject to the nature of the bid into the subsidy scheme Fair4All Finance may also agree to cover some or all of applicants' costs on:
 - The integration of benefits calculators and grants checkers into all customer journeys and incremental costs to deliver these calculations to target customers
 - Third party costs to support any of the examples above or related costs
- Revenue share
 - By exception, where the changes this funding secures creates new opportunities for the applicants concerned a revenue sharing mechanism will be an integral part of the commercial arrangements between Fair4All Finance and the applicant.