



Consumer Credit Academy

2019

Consumer Credit Academy

Our interactive digital training series has been created by our industry-leading consumer finance lawyers to help you and your teams comply with the UK consumer credit regime



Tell me more:

- engaging and dynamic video modules turn complex concepts into straightforward, actionable advice
- over three hours of video content that is regularly updated to cover the latest developments
- interactive note taking and quiz functions help embed what you've learned
- earn certificates to demonstrate your knowledge

Easily navigate key topics

Hogan Lovells Consumer Credit Academy

Are you a business in the UK that offers credit or goods on hire to consumers or small businesses that are treated as consumers? You need to comply with complicated and extensive legislation and regulations. This includes topics like purchase completion, credit and hire and security, quality services, total order completion, leaving completion, financial advisors, cashback, credit management time and debt reduction.

Created by our industry-leading consumer finance lawyers, our training academy helps you and your teams comply with the regulations, using engaging and interactive content to explain and simplify complex legislation.

Module 1 Overview Which of the following statements and which consumer credit activities are regulated? + Incomplete	Module 2 Exemptions What are the key categories of exempt agreements and what are the key exemptions within those? + Complete	Module 3 Advertising What is a financial promotion and other categories? What are the requirements and restrictions? + Complete	Module 4 Affordability When must a creditworthiness assessment be carried out and what should it encompass? + Not started
Module 5 Personal Loans Customer Journey How do you collect and enter data into the credit agreement and how do you... + Not started	Module 6 Credit Cards Customer Journey How do all the customer enter into the credit card agreement and what are the... + Not started	Module 7 Overdrafts How do the customer enter into the overdraft agreement and what are the... + Not started	Module 8 Business Lending What is the business purpose exception and what are the... + Not started



Who's it for?

This course is aimed at those who need to know about the UK consumer credit regime – particularly those in legal, compliance, marketing, finance and operations.

Clear, accessible video materials

The agreement stage

Form and content of the agreement

Information set out in Regulation 8(1)

Content same regardless of channel

For an example of a facility letter, please click the link below

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Quizzes test your knowledge

Congratulations, you passed

10/10

1 2 3 4 5 6 7 8 9 10
✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

Download your certificate here:

 Download certificate

Earn certificates to show progress



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Certificate of completion

This certifies that
Alex Smith
has successfully completed the following module and passed the related test

Module 7
Overdrafts

23 February 2018



Key benefits:

- **Flexibility:** save time and resources by choosing the topics that are relevant and revisit any or all of them as many times as you like
- **Convenience:** our courses are developed in HTML 5 to run across a wide range of browsers and across desktops, laptops, tablets, and mobile devices
- **Legal excellence:** the course and its content has been created by our award-winning in-house lawyers
- **Value for money:** registered users have unlimited use of the tool for a single flat fee
- **Supporting materials:** download dozens of example consumer credit forms and documents
- **Compatibility:** the course can be integrated with your own SCORM – or Tin Can – compliant LMS
- **Measurement:** regular reporting on individual user progress through the training across your entire workforce

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The training modules

Our training modules are designed to address key requirements under the consumer credit regime by dividing them into easy-to-follow topics.

Module 1: Overview

- An overview of the regulatory framework
- Some of the key concepts
- Regulated consumer credit activities
- The permissions regime

Module 2: Exemptions

- What a regulated credit agreement is
- The different categories of exempt agreements
- The key exemptions within these categories

Module 3: Advertising

- Who can issue financial promotions
- What a financial promotion is
- General requirements for financial promotions and communications
- When a representative example or a representative Annual Percentage Rate (APR) is required
- Restricted expressions
- Additional obligations
- What happens if you get it wrong

Module 4: Affordability

- When a lender must carry out a creditworthiness assessment before entering into a credit agreement
- What the creditworthiness assessment should consist of
- The factors which must be considered by a lender when determining the scope and extent of the assessment
- What a lender must do if they refuse credit on the basis of a credit reference agency search

Module 5: Personal loans customer journey

- The pre-contract steps and information that a lender must give to the customer
- The agreement stage and how the customer will enter into the personal loan agreement
- What happens once the agreement has started



Module 6: Credit cards customer journey

- The pre-contract steps and information that a lender must give to the customer
- The agreement stage and how the customer will enter into the credit card agreement
- What happens once the agreement has started

Module 7: Overdrafts

- An overview of the pre-contractual requirements and agreement requirements for authorised overdrafts
- The lender's obligations after the agreement has been made
- The information requirements where there is overrunning

Module 8: Business lending

- The business purposes exemption
- The different requirements which apply to entering into agreements for business loans and business credit cards
- The different requirements which apply to business overdrafts

Module 9: High net worth lending

- The high net worth exemption
- Pre-contractual requirements
- Entering into a loan or credit card agreement
- Post-contractual obligations

Module 10: Consumer hire

- The pre-contractual steps and information that an owner must provide to a hirer
- The process for entering into a regulated hire agreement
- What happens after the agreement has been concluded

Module 11: Financial difficulty

- The FCA's rules on how lenders must deal with customers who are in financial difficulty
- What information must be provided to customers in arrears
- Other notices required when a customer is in breach of the credit agreement and the lender wants to take action

Module 12: Post-contractual matters

- Rules for when the lender wants to change the terms and conditions or change the interest rate
- If an agreement is settled early
- For terminating the agreement

• Module 13: When things go wrong

- How the FCA supervises consumer credit firms
- The FSMA and CCA enforcement powers that the FCA has
- When contracts may be unenforceable under the CCA
- The court's powers in relation to unfair relationships
- When lenders can be liable to customers under sections 75 and 75A of the CCA





Emily Reid
T +44 20 7296 5362
emily.reid@hoganlovells.com

With over 30 years' experience, Emily has built a reputation for delivering innovative ideas and solutions to Fintech companies and other established players. She has extensive experience in law, regulation, payment schemes and other infrastructure that apply to the fast moving payments, consumer finance, merchant acquiring and banking industries.



Jonathan Chertkow
T +44 20 7296 2191
jonathan.chertkow@hoganlovells.com

Jonathan is a consumer finance and payments specialist who acts for a range of clients, including commercial and retail banks and FinTech businesses. He works with banks, lenders, payment innovators and retailers to keep on top of regulatory change affecting the banking and payments industry.



Roger Tym
T +44 20 7296 2470
roger.tym@hoganlovells.com

Roger is a partner in our Commercial and Retail Banking team, with particular experience in payments, consumer credit and mortgage regulation. He works with a broad cross-section of banks (both international and local, established and challenger), specialist lenders and payment service providers and infrastructure providers.



Julie Patient
T +44 20 7296 5790
julie.patient@hoganlovells.com

Julie is a counsel in our Commercial and Retail Banking team, with particular knowledge of consumer credit, retail banking, mortgages and payments regulation. Julie works with a number of major banks and payment service providers, including merchant acquirers, and related businesses.



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*Our associated offices
Legal Services Centre: Berlin

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