

Our Appeals policy

When can I appeal

- You can appeal if your application has been declined
- You can appeal if you are not satisfied with the terms of the agreement
- You must appeal within 30 days of the loan application outcome date

How do I appeal

- Via your Loan proposer
- Via phone 0800 8886118
- Via email to Appeals@BizBritain.com

What information do I need to supply

- You will be provided with an appeals template to complete
- You will need to attach any supporting evidence to support the grounds of which you want to appeal

Please note unless you are able to provide relevant supporting evidence, the outcome of your application is unlikely to change.

Who reviews my appeal

- An independent loan approver will review your application who has not been involved your initial application.

When will I get a decision

- We will acknowledge receipt of your appeal within 3 business days of receiving your request and relevant supporting documentation
- We will complete your appeal request within 10 business days of receiving your supporting documentation

What can I do if I have already appealed unsuccessfully

- If you have already appealed against a decline outcome, you are able to reapply 6 months after the original decline outcome
- If you are unhappy with the outcome of your appeal you can raise a complaint to Complaints@BizBritain.com however without new supporting evidence, raising a complaint is unlikely to alter the outcome of your application.

BizBritain Finance Limited is a Delivery Partner for the Start Up Loans Company to deliver the Start Up Loans scheme.

BizBritain Finance Limited is authorised and regulated by the Financial Conduct Authority (reference number: 727207) for credit brokerage activity. We're also registered with the Information Commissioners Office in relation to the processing of personal information (registration number: ZA062551). BizBritain Finance Limited is incorporated in England and Wales (company number: 08354773). Our registered office is 96 High Street, Marlow, Buckinghamshire SL7 1AQ.

BizBritain acts as a credit broker and not a lender.