

Frequently Asked Questions

Why was my loan sold to Asset Link Capital?

This was a commercial business decision to sell the Bank's portfolio.

Why are you withdrawing from the UK market?

This was a commercial decision by the Bank to exit the UK market.

Who are Asset Link Capital?

Asset Link Capital (No. 10) Limited (Company Registration Number: 14222121) are a trading name of Link Financial Outsourcing Limited (Company Registered Number 07059696) FCA Register number 606817, who have held an authorised status since 11th April 2014.

Do PCF Bank have the right to sell my loan to a third party?

Yes, in accordance with the terms and condition of your loan Agreement.

What if I do not want my loan to be sold?

PCF Bank have the right to sell our loan portfolio.

Do my rights under the agreement change?

The assignment of your Agreement to the Purchaser, in no way affects your rights and obligations under the Agreement and all terms and conditions of your Agreement remain the same.

Who is currently responsible for managing my account and when will Asset Link Capital assume day to day management?

PCF Bank will continue to manage your loan until otherwise informed.

You will be contacted, by Asset Link Capital, in due course, to inform you that the full assignment has taken place.

In the interim, please continue to contact PCF Bank.

Do I need to change my Direct Debit to pay Asset Link Capital?

You do not need to amend or cancel your existing Direct Debit, as this will be automatically changed at the time of transfer.

If you are a non-Direct Debit Payer, PCF Bank will continue to accept manual payments until the full assignment date is determined. Any payments after the transfer date, must be paid to Asset Link Capital.

Who will pass title to the goods when I complete my repayment obligations?

Asset Link Capital will pass title to you and will also remove the financial marker on the asset, once all sums owed under the agreement have been paid.

Will there be any detrimental effect to my credit file because of my agreement being sold?

No. Asset Link Capital will continue to report an accurate record of your repayment performance, so prompt and punctual payment remains a necessity.

If I have any queries in relation to my credit records associated to the agreement, who should I contact?

Please continue to contact PCF Bank, until you are notified of the full assignment date., Asset Link Capital will then become the Data Controller and will be responsible for your Agreement.

I have a Bridging Loan with PCF Bank, how will the legal charge be removed from my property, when the loan redeems?

PCF Bank will continue to complete this action up to the full assignment date notification.

After which, Asset Link Capital will manage the process, in liaison with your own solicitor to release the DS1 upon receipt of cleared redemption funds.

I had a Bridging Loan with PCF Bank, and I had a utilised facility, will this still be honoured?

Please contact PCF Bank in the first instance and we will work with Asset Link Capital to progress the request up to the full assignment date. After that date, Asset Link Capital will manage any subsequent requests.

I have an outstanding complaint with PCF, who should I contact in this instance?

PCF Bank will continue to manage and resolve any existing or new complaints up to the full assignment date. After that date, Asset Link Capital will manage any new expressions of dissatisfaction or complaints.

My contact details are not correct, or they have recently changed, who should I contact?

Please immediately let PCF Bank know of any amendments and we will share them with Asset Link Capital up to the full assignment date. After that date, Asset Link Capital will manage any subsequent amendments.

Will all my data and correspondence notes be transferred to Asset Link Capital?

Yes, this will be provided to Asset Link Capital.

Will details of my Repayment Plan or Rescheduling of my Agreement be honoured by Asset Link Capital?

Yes, they will be.

Will any existing settlement quotes provided by PCF Bank Limited still be honoured?

Yes, they will be.