



## Problems with lenders case study >>

How we helped an existing borrower avoid a £104,000 renewal fee its bank was trying to impose.

The Darby Group had been with its bank for over 30 years. Historically, it had never paid renewal fees on its property investment loans but the bank was trying to change this precedent by demanding a retrospective renewal fee of £104,000 to cover the prior two year period.

The bank's argument was that times had changed and that they were merely bringing Darbys into line with what the bank had charged other customers over that period. The bank put them under a lot of pressure and even claimed the company had defaulted on its loan agreements by not paying the fee. The directors feared they had run out of options and were resigned to paying the fee, although they were very upset about it.

However, following a timely introduction by their accountant, we managed to get the fee waived. The difference was that, as trained lenders, we were able to research the case and put forward a counter argument based on banking principles, using our contacts in other parts of the bank to support our argument.

They subsequently signed up to our BusinessCare service so that we could provide ongoing support, particularly at the time of their annual bank facility review.



*“ IBC’s straightforward professionalism was reassuring from our first meeting with them. From then onwards, sound advice backed up by hard work, diligence and attention to detail, has meant that they have become an integral part of our trusted team of advisers. ”*

**R Darby, Director  
The Darby Group**

### About IBC

Everyone at IBC has extensive ‘inside knowledge’ and practical experience, acquired over many years spent working in commercial banks at all levels – as front line lenders, credit managers, recoveries managers, and in leadership roles. This means we understand how banks work and how they think; we know the right people and we speak their language, making us a valuable resource for business borrowers.

We have been trading since April 2000 and are proudly independent – no conflicts of interest or divided loyalties. We are also authorised and regulated by the Financial Conduct Authority for the provision of credit related services, including debt adjusting and debt counselling.

If you think you or your clients could benefit from our services then contact us in confidence

**Email: [enquiries@independentbankers.co.uk](mailto:enquiries@independentbankers.co.uk)**

