

# CAPITALFLOW APPEAL FORM

In accordance with our obligations under Central Bank (Supervision and Enforcement) Act 2013 (Section 48) (Lending to Small and Medium-sized Enterprises) Regulations 2015 ("SME Regulations"), we operate an appeals process for our SME customers.

Please submit your appeal in writing to:  
Appeals Board, Capitalflow,  
The Crescent Building, Block A Northwood Business Park,  
Santry, Dublin 9. D09 X8W3

## CONTACT INFORMATION

**Title**

**Name**

First Name

Last Name

**Phone (Main)**

**Phone  
(Alternative)**

## APPEAL APPLICATION DETAILS

**Account  
Reference  
Number:**

**Company  
Name:**

**Date of  
Decision:**

Appeals must be submitted within 20 (Minimum) working days from the date of notification of the decision

Please tick one of the following reasons for your appeal:

the refusal of a credit application

credit was approved but for a lower amount or a shorter term than requested, or with special terms or conditions required by Capitalflow



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the withdrawal or reduction of a credit facility

a special term or condition which is required by Capitalflow in order to provide an alternative arrangement

the refusal to offer an alternative arrangement

you have been classified as 'not co-operating' by Capitalflow as set out in the SME Regulations

## Please outline the basis of your appeal:

## What Next?

- On receipt of your appeal, we will issue an acknowledgement letter within 5 working days
- Your appeal will be assessed by the appeals panel. The appeals panel is comprised of at least 2 decision makers who have not been involved in your case previously and have sufficient knowledge to conduct the appeal
- We will issue you with a written decision on the outcome of the appeal within 15 working days of receipt of the appeal (unless otherwise advised)

Applicant Signature

Print Name

Date

