

Invoicing Policy

1. Introduction

- 1.1. The London Institute of Banking & Finance publishes full details of all fees relating to qualifications, related products and services electronically on its website or by hard copy.
- 1.2. Information about the fee structures can be found at www.libf.ac.uk under the relevant qualification information section or on application forms.

2. Payment via Website, BACS or Cheque

- 2.1. Candidates will automatically be issued with a confirmation notification which acknowledges the payment and provides details of the qualification registration.
- 2.2. If a more detailed invoice is required showing any VAT applicable, this can be requested either at the time of purchase or at any time following the purchase.
- 2.3. Any queries should be directed to customerservices@libf.ac.uk or by phone +44 (0)1227 818609.

3. Credit Terms

- 3.1. Credit terms are available to those who meet The London Institute of Banking & Finance conditions which may involve a credit assessment.
- 3.2. Unless otherwise agreed, invoices are raised at the end of each calendar month for all transactions completed during that month.
- 3.3. Invoices will be accompanied by a full breakdown of all charges for each product/service.
- 3.4. Invoices can either be sent by post, email or fax.
- 3.5. Unless otherwise agreed, payment is due within 30 days of the invoice date.
- 3.6. If there is a dispute on an invoice, all items not disputed must be paid according to the usual terms.
- 3.7. The preferred method of payment is BACS transfer, details for which can be found on each invoice. Please email remittance advices to finance@libf.ac.uk.

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3.8. Payment of invoices by credit card maybe liable to a 2% surcharge.

3.9. Any queries on invoices should be directed to finance@libf.ac.uk or by phone +44 (0)1227 828495.

4. Retention of records

4.1. A record of all invoices is retained for a minimum of 6 years.