

Delivering flexible products through our divisions

The group has three divisions, covering four different areas of the non-standard market.

Provident Financial Group

Vanquis Bank

VANQUIS BANK

Non-standard credit cards

Vanquis Bank

Est 2002

Vanquis Bank is the leading supplier of credit cards in the non-standard credit market. We provide new customers with a low credit limit and only increase it when we have sufficient experience of the customer handling their account responsibly. We maintain a high level of contact with customers, from the initial call welcoming the customer to Vanquis Bank and continuing throughout our relationship.

1.7m

Customers

1,530

Employees

£206.6m

Adjusted profit before tax¹

£250–£4,000

Range of credit limits

Read more on Vanquis Bank
on pages 30 to 32

Consumer Credit Division

Provident

Home credit

Provident

Est 1880

Provident offers home credit loans, typically of a few hundred pounds, to consumers on low incomes and tight budgets who require affordable credit to manage the household budget or one-off items of expenditure. Customers value the face-to-face relationship of home credit as well as the simple, flexible and transparent nature of the product, with its fixed repayments and no extra charges, even if payments are missed.

0.7m

Customers

3,100

Employees

£(118.8)m

Adjusted loss before tax^{1,2}

£100–£2,000

Loan range

Read more on Provident
on pages 33 to 35

¹ Before exceptional items and, in respect of Moneybarn, prior to the amortisation of acquisition intangibles.

² Represents CCD as a whole.

		<h2>Moneybarn</h2>
	 <p>Online lending</p>	 <p>Non-standard vehicle finance</p>
	<p>Satsuma Est 2013</p> <p>Satsuma is our online instalment loan product. We give new customers a small-sum, short-term loan and collect repayments by continuous payment authority either weekly or monthly, on a day agreed with the customer. Our UK-based call centre is always there to discuss any issues customers may have and just like our home credit product, the total amount repayable is fixed at the outset, so there are no extra charges.</p>	<p>Moneybarn Est 1992</p> <p>Moneybarn is the market leader in the provision of vehicle finance for people in the non-standard credit market. Moneybarn is able to help those who may have had problems with credit in the past but who are now over them to get to work, take their children to school and live their lives.</p>
	<p>79,000 Customers</p> <p>£100–£1,000 Loan range</p>	<p>50,000 Customers 225 Employees</p> <p>£34.1m Adjusted profit before tax¹</p> <p>£4,000–£25,000 Loan range</p>
	<p>Read more on Satsuma on pages 33 to 35</p>	<p>Read more on Moneybarn on pages 36 to 37</p>