

## Retained Legal, Regulatory and Compliance Support

Your trusted legal and compliance partner – when and how you need it

**Auxillias On Demand** has fast become one of our most popular services – a flexible, cost-effective way for firms to access day-to-day legal, regulatory and compliance support without the need for long contracts or unpredictable fees.

Now well established across the motor, asset and consumer finance sectors, it's used by clients for everything from ongoing legal and regulatory advice to targeted support around key industry events and emerging risks – including FCA consultations, redress planning, commission disclosure, and horizon scanning.

### Why firms use Auxillias on Demand

Many of our clients wanted a more practical way to work with their advisers. They wanted:

- Access to expert support when needed – quickly, without delay
- Predictable, great-value pricing that matches their business needs
- Flexibility to scale support up or down as priorities shift

Auxillias On Demand delivers exactly that. It's now used by lenders, brokers, fintechs and finance providers as an ongoing, built-in extension of their teams.

### Who is this designed for?

Busy professionals that do not have consumer credit, compliance or legal expertise or functions in-house – this could include heads of compliance, general counsel, plus other key stakeholders such as the head of sales, operations and/or collections/recoveries teams.

Auxillias On Demand is also widely used by busy in-house general counsel and compliance managers at all levels, including firms experiencing a recruitment gap or where a new compliance manager has recently joined. This is particularly valuable where individuals are new to consumer credit – or to the motor and asset finance sectors – and need trusted, on-hand support while they build confidence, capability and momentum in the role.

It allows businesses to keep moving at pace, while giving individuals a reliable sounding board and access to senior expertise without delay.

### How does it work?

You will have a dedicated professional advisor for day-to-day contact and delivering much of the advice needed. Your contact will be backed by our wider team when other specialisms are useful or more support is needed, depending on the topic or query.

Auxillias On Demand includes a full range of benefits for you and your business:

- Telephone or email advice for standard ad-hoc legal and compliance queries within the consumer credit, compliance and regulatory arena.
- Confidence that your professional advisor has the highest-quality legal, regulatory and compliance industry knowledge.
- Regular, scheduled reviews to ensure that Auxillias On Demand is optimised for your specific business requirements and budget.
- Exclusive access to newsletters, broadcasts and community round-table events to keep you up to speed with the latest developments.
- Access to a fantastic range of complementary services, including consultancy and advisory, virtual training programmes and business consulting.

Where helpful, we also support firms at the recruitment stage, helping shape role requirements, sense-check candidates and ensure the right regulatory skillset is in place before onboarding begins.



## What does it cost?

Auxillias On Demand is the most cost-effective way of working with us over time because it provides you with the peace of mind that we are a key part of your team and that you can expect to receive expert, timely and appropriate legal advice. Auxillias On Demand is billed monthly, quarterly or annually: whatever suits you. The rate is set according to your likely usage, based on an exclusive discounted hourly rate for On Demand clients. We review usage regularly and adjust only if your needs change.

If you need additional support beyond your agreed hours – for instance, training delivery, project work, or detailed advisory input – we'll agree this with you upfront, often still at your discounted rate.

## Benefits of Auxillias On Demand

- Access to a team of senior legal and compliance professionals who have many years of experience in their field.
- No contract commitment.
- Cost effectiveness – we are an extension to your in-house legal and compliance department or if you do not have one, we can be your in-house legal and compliance team, minus the overhead expenses.
- Certainty of legal costs: you pay for productive time.
- The comfort that advice and support are available at the end of the phone.
- Essential regular contact with a key person and a bespoke legal and compliance service.
- Entirely flexible, agile and scalable arrangement.
- A range of additional, complementary services exclusive to Auxillias On Demand clients.

## So what's next?

Auxillias On Demand continues to grow, with more clients joining each year. If you'd like to find out how it could support your business – whether that's for day-to-day advice, redress planning or a tailored compliance package – just get in touch.

We'll walk you through the options, agree your plan and dedicated advisor, and get started.

If Auxillias On Demand isn't right for you yet, we will let you know how best we can work together so that you can still benefit from our great range of services.

At all times you can rest easy knowing that we will regularly review how Auxillias On Demand is working for you and adjust it as necessary. There is no commitment to a long-term contract.



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Some of our clients already use a retained service with us. This is what they say:

*"We use Auxillias on Demand because of the depth of support and how quickly the team responds. Auxillias has helped us across a wide range of issues, from reviewing and negotiating supplier and customer agreements through to supporting our sales and product teams on technical Consumer Credit Act questions. It gives us confidence knowing we can pick up the phone and get clear, practical advice when we need it, without having to start a new instruction each time." – Provider of software solutions for equipment, working capital, wholesale and automotive finance firms*

*"Auxillias on Demand works well for us because it gives flexibility and control over spend while covering a broad range of matters. We use it for everything from NDAs and commercial supplier terms to employment contracts and training. The service feels like an extension of our in-house team and makes it easy to deal with issues as they arise, rather than letting them build up." – Captive asset finance provider and manufacturer*

*"Auxillias On Demand has been invaluable for us during a period of change. We recruited a new compliance manager who was new to the asset finance sector and Auxillias supported us from the outset, including during the interview and selection process. Once onboarded, having ongoing access to senior legal and compliance expertise has made a huge difference. It has helped our compliance manager get up to speed quickly, make confident decisions and move issues through the business without delay. The service has supported both the role itself and the individual's development, while giving the wider business comfort that we're meeting our regulatory obligations." – Asset finance provider*