

Service with a smile

"Don't bin it, fix it!" is the motto of Basingstoke Service Centre, a family run business that carries out home repairs to electrical appliances as well as mending smaller appliances such as vacuum cleaners and microwaves in their workshop. Stocking a comprehensive range of spares, consumables and accessories, they pride themselves on being able to source non-stock items with a turn round of 24-48 hours, which is why they were so disappointed with the service offered by their bank.

The end of a beautiful relationship

When Jim O'Reilly's business partner decided to call it a day, Jim needed to raise the cash to buy him out. Luckily, he had a property that he could re-mortgage, so he was confident that this would be a straightforward and quick transaction....until he spoke to his bank.

Lack of understanding

Despite having been a customer of the bank for a number of years, with a good banking history, the bank was unhelpful when he approached them about re-mortgaging his property. They were inflexible and showed a lack of understanding of his business.

Solution with a smile

Jim's accountant suggested he approach NGI Finance. Using their expertise and knowledge of the financial markets, NGI Finance was able to find a lender who offered Jim the right deal at very competitive rates. He was able to re-mortgage his property and pay his ex-partner. Jim received a personal service, with NGI available at all times to help him with the process and to ensure that all the conditions were met.

"NGI Finance worked with me to find the right product, understanding the situation and keeping me fully informed at all times."

Jim O'Reilly