

Information Notice

About our Consumer Credit Service

1. The Financial Conduct Authority

The FCA is the independent regulator of financial services. This document is given to customers considering buying certain financial products. You need to read this important document as it explains the service we offer.

2. Who We Are?

Ourcar Ltd (we) are a firm that acts as a credit broker in arranging finance for vehicle transactions. We are an Appointed Representative of The Compliance Guys Ltd. The Compliance Guys Ltd are authorised and regulated by the Financial Conduct Authority, FRN: 941360 and are the Principal Firm. You can check this on the Financial Services Register by visiting the FCA's website at register.fca.org.uk. Finance is subject to status and affordability checks. Terms and conditions will apply. Applicants must be 18 years or over.

We act as a credit broker and not a lender. Ourcar Ltd is registered in England and Wales under company number 13219855 and is also registered with the Information Commissioner's Office under registration number ZB297777.

3. What products do we offer, and from whom?

We are not an independent broker and only introduce customers to a limited number of lenders and brokers.

4. Which services will we provide you with?

You will not receive any advice or recommendations from us in relation to finance. We may ask you certain questions to assist us in narrowing down the selection of products that we will provide your details on. We may use this information to conduct a soft credit search to assess your eligibility for credit products. You will then need to make your own choice about how to proceed. Once we submit your application to a third-party credit provider, they may conduct a hard credit search which can which may affect your credit profile. We will always provide you with both the advantages and disadvantages of the product types that are available to you.

5. Can we give independent financial advice?

We do not provide financial advice or recommendations. We act as a credit broker, not a lender.

6. What will you have to pay us for our services?

We do not charge a fee for our services.

The lender/broker may charge their own fees. These may include documentation fees, option to purchase fees, excess mileage charges or administration fees. Full details of any applicable fees will be provided within your finance quotation and accompanying documentation before you enter into any agreement.

We do not charge fees for our services however we will be paid a commission by the lender/broker for the introduction that we make to them.

7. Commission

We have commercial relationships with lenders and brokers and therefore do not provide impartial recommendations. However, any introductions we make will be based on your individual circumstances and requirements.

Commission received could be a flat fee between £100.00 and £150.00 or a percentage of the finance amount between 1.00% and 6.00% depending on the lender/broker.

The commission value may be unknown until the application has been agreed in principle but will be disclosed to you prior to you entering into a finance agreement.

We receive commission from lenders or brokers for introducing customers to them. The commission received may vary depending on the lender, product, or amount financed. Different lenders may pay different commission amounts.

You are entitled to request information regarding the commission we will receive and how it is calculated at any time before entering into the agreement.

By signing this document, you confirm that you have read and understood the information provided regarding our services and commission arrangements.

8. What to do if you have a complaint

Delivering excellent service to our customers is our number one priority at Ourcar Ltd. However, we do recognise that things may occasionally go wrong, and you may feel you have cause to complain. Receiving your feedback is important to us as it enables us to learn from any mistakes and, where possible, to improve our service. You can raise a complaint with us by email, phone or letter using the following contact information

In writing: Wragholme Road Grainthorpe LOUTH LN11 7JD

By email: sales@ourcar.co.uk

By phone: 01472 472471

How we will handle your complaint

We Will:

1. Endeavour to resolve your complaint as quickly as possible.
2. Acknowledge your complaint promptly and in writing (usually by email but we are happy to adapt to your communication requirements).
3. Provide you with a final response to your complaint within 8 weeks of receipt.

If we cannot reach a resolution

If you are dissatisfied with our response, you can refer your complaint to the Financial Ombudsman Service (FOS). You must do so within 6 months of our final response. The Financial Ombudsman Service is free and impartial, and you are entitled to contact them at any stage of your complaint. More information can be found www.financial-ombudsman.org.uk

If you have a complaint about your lender

You can also raise a complaint directly with your lender. The complaints process for your lender will be set out within the agreement you have with them. If you have any questions or require any assistance with this, please let us know.

9. Products On Offer

For regulated products

We are only able to offer finance products from our affiliated providers. Credit agreements offered to private individuals or natural consumers are protected under the Consumer Credit Act 1974. If you have a complaint relating to a regulated finance agreement, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS), which provides a free and impartial service.

For unregulated products

Unregulated products such as finance with limited companies, or non-insurance warranties, are not regulated by the Financial Conduct Authority (FCA) and therefore are not under the remit of consideration from the Financial Ombudsman Service (FOS).

10. Additional Assistance

If you have any communication requirements or additional needs that we need to be made aware of, to ensure your journey with us is as smooth as possible, please get in touch using the details below or speak to your account manager. All information shared will be held confidentially and in line with our privacy policy.

In writing: Wragholme Road Grainthorpe LOUTH LN11 7JD

By email: sales@ourcar.co.uk

By phone: 01472 472471

Commission Consent

I confirm that I have received and understood the information provided regarding commission and the role of Ourcar Ltd as a credit broker. I agree to these conditions, as outlined above, and am happy for my application to be progressed.

Name:
Signature:
Date:

