

You're Finance Options

As an FCA-regulated credit broker we can introduce you to a selected group of lenders (a list is available on request) who may be able to help you finance your purchase. This group of lenders provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you.

We do not charge fees for our Consumer Credit services. We may receive a commission payment or other benefits from finance providers should you decide to enter into an agreement with the finance provider.

We have taken steps to ensure that if, while advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

We always aim to provide a high quality level of service, however if you have any cause for complaint any enquiry can be raised by contacting us using the address and telephone number below. Should you remain dissatisfied, you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

As an organisation we are committed to treating our customers fairly, before, during and after a sale.

Before the sale you can expect:

To have any significant and unusual exclusions or exceptions relating to the finance agreement brought to your attention

A clear statement of price, including where applicable a breakdown of any interest charges.

Details of your cancellation rights and our complaints procedure

Copies of your finance agreement documentation or information as to when these documents will be dispatched.

After the sale you can expect:

Not to encounter any barriers to cancelling your finance agreement within regulatory agreed timeframes To have any complaint dealt with in a timely and professional manner.

If at any time you feel you have not been treated fairly by any member of our staff, please contact us by either sending a letter to Deane Vale Motors Ltd – Hillcommon Taunton Somerset TA41DU or calling us by telephone on 01823 400463 Confidentiality and Data Protection Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering, and renewing finance contract(s) and for the purposes of monitoring and/or enforcing compliance

with regulatory rules/codes. For full details of where your information will be sent and the purpose of such data transfer, please ask us.