

## **Initial Disclosure Document for Auto Centre Inverurie Ltd**

### **Who are we?**

Auto Centre Inverurie Ltd, a dealership acting as a credit broker in arranging finance for vehicle transactions. Our registered office address is: 252 Union Street, Aberdeen, AB10 1TN. Registered in Scotland. Company registration no. SC277807. Kemnay Road, Inverurie, AB51 5NU. Tel: 01467 670101

### **Are we authorised to arrange finance for you?**

Yes, we are authorised and regulated for credit-broking activities by the Financial Conduct Authority ("FCA"). We are not a lender. Our FCA Firm Reference Number is 664501. For more information, please visit the FCA website at: [www.fca.org.uk](http://www.fca.org.uk). Please note that business customers may not be protected under the Consumer Credit Act 1974 or FCA rules.

### **What can we do to help finance your vehicle?**

We can introduce you (whether direct or through a specialist credit broker) to a number of finance companies ("funders") who may be able to finance your transaction. There are other funders to which we cannot introduce you which may also be able to offer you finance.

### **Can we give you independent financial advice?**

We are not an independent financial advisor; we will provide details of products available, but no advice or recommendation will be made. **You must decide whether the finance product is right for you.**

### **Do you have to pay for our service or do we receive any commission?**

You don't have to pay us for our service.

But a funder or broker we work with may pay us for introducing you to them. Different funders/brokers may pay us different amounts but it will typically be based on a fixed percentage of the amount borrowed. This percentage may vary according to different factors, for example: the amount of credit; the age or type of vehicle; the type of finance product; or the funder's assessment of the risk of lending. For your reassurance, we are not able to change the interest rate you pay in order to receive more commission from a particular broker or funder. Although rates and commissions may vary between our finance partners, our aim is always to secure finance from them which is appropriate to your circumstances and at the lowest interest rate available.

### **How will we use your information?**

We will use your information to obtain quotes from funders and brokers to process finance applications through them and we and/or they may also conduct a search of your record held with one or more credit reference agencies. Credit checks may as a result appear on your credit file lodged by organisations with whom you have not dealt directly. The personal information collected will also be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected you could be refused certain services, finance or employment.

Further details of how your information will be used by us, funders and these fraud prevention agencies, and your data rights can be found here [www.autocentreinverurie.co.uk/privacy-policy/](http://www.autocentreinverurie.co.uk/privacy-policy/). A full data protection notice/ privacy policy will be provided to you before we submit any application for finance on your behalf.

We are registered as a data controller with the Information Commissioner's Office under registration number ZA274919.

### **What can you do if you wish to complain about our services or contact us?**

We work hard to ensure that the finance services we offer are fair and that our communication to our customers is clear and not misleading. However if you are unhappy with our service please contact us at:

- \* by writing to us at Complaints, Auto Centre Inverurie Ltd, Kemnay Rd, Inverurie, AB51 5NU
- \* by emailing [stuart@autocentreinverurie.co.uk](mailto:stuart@autocentreinverurie.co.uk)
- \* by telephoning 01467 670 101

We will answer any complaints as quickly as possible but always within eight weeks.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. This service is free to use.

Their consumer helpline is available on 0300 123 9123 or you can visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).