

## Initial Disclosure Document - Information about our finance services

---

### The Financial Conduct Authority (FCA)

---

The FCA is the independent regulator of financial services. Use this information to decide if our financial services are right for you.

---

### Who are we?

---

We are The Motor Family Limited. Our registered and trading address is:  
758-760 Bradford Road, Batley, WF17 8NL  
Telephone: 01924 422550

We are a credit broker of vehicle finance and not a lender. We are authorised and regulated by the FCA. Our Firm Reference Number (FRN) is 650233. You can verify this on the FCA's Register by visiting the FCA's website: <https://register.fca.org.uk/> or by contacting them on 0300 500 8082.

---

### Whose products do we offer?

---

We are a credit broker and not a lender. To assist you with your vehicle purchase, we can introduce you to a limited number of lenders and their finance products. These may have different interest rates and charges. Occasionally, we may need to use the services of a third-party credit broker. We will advise you if this is applicable. We are not an independent financial advisor and do not make recommendations, however, we will provide you with information on products which may suit your requirements based on information you disclose, to assist you in making an informed decision on your purchase.

---

### Which service will we provide you with?

---

We will provide you with information to assist with your vehicle funding decision on:  
Credit Agreements: Hire Purchase, PCP.

---

### What will you have to pay us for our services?

---

No fee. We do not charge you a fee for introducing you to a lender, but we may receive a commission from them. This will be either a fixed amount or a percentage of the amount you borrow. For regulated agreements under the Consumer Credit Act 1974, if you would like more information on the commission payable prior to you entering into the agreement, please ask. The amount of commission we receive from a lender does not influence the amount that you pay to that lender under your credit agreement.

---

### What to do if you have a complaint.

---

If you wish to register a complaint, please contact us: by email: [service@themotorfamily.co.uk](mailto:service@themotorfamily.co.uk), in writing at: The Motor Family Limited, 758-760 Bradford Road, Batley, WF17 8NL, by phone: 01924 422550.

If you are not satisfied with a decision taken in respect of a complaint or appeal, you may contact the National Conciliation Service (NCS) which is an Alternative Dispute Resolution (ADR) scheme, who will act as an independent arbiter. [www.nationalconciliationservice.co.uk](http://www.nationalconciliationservice.co.uk) Address: National Conciliation Service, PO Box 6562, Rugby, CV21 9QP. You may also have the right to refer a complaint to the Financial Ombudsman Service. [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

---

### Customer Declaration

---

I confirm that I have read and understood the Initial Disclosure Document.

Customer Signature .....

Customer Name .....

Date .....