

**Initial Disclosure Document - Information about our finance services**

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The Financial Conduct Authority (FCA)

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

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Who are we?

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

Our primary business is motor vehicle sales. We are also 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.

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Whose products do we offer?

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To assist you with your vehicle purchase, we can introduce you to a limited number of lenders and their finance products. Our lender panel consists of Motonovo Finance and Blue Motor Finance. The lenders we can introduce you to may have different interest rates and charges. We do not provide information about all the finance options that may be available to you on the open market. However, you are free to conduct your own research into other finance options. Occasionally, we may need to use the services of a third-party credit broker, Evolution Finance.

We are not an impartial or 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. You must decide whether the finance product you choose is right for you.

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What commission do we receive?

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We do not charge you a fee for introducing you to a lender, but in most cases, we will receive a commission directly from them. The commission is usually a percentage of the amount you borrow, but may occasionally be a fixed amount. The amount of commission we receive from a lender does not influence the amount that you pay to that lender under your credit agreement. You will be told the exact amount of commission before you sign the finance agreement.

Motonovo Finance also provide funding of our vehicle stock and financial support for our training and marketing. If you require further information about the incentives or commission we receive, please ask.

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What to do if you have a complaint.

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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 telephone: 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)

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Customer Declaration

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

Customer Signature .....

Customer Name .....

Date .....