



# Initial Disclosure Document for Auto Centre Inverurie Ltd

The Financial Conduct Authority is the independent watchdog that regulates financial services. It requires us to give you this document to help you decide if our services are right for you.

Auto Centre Inverurie Ltd, whose registered address is 252 Union Street, Aberdeen, AB10 1TN, Company Registration Number SC277807 is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register Number is 664501.

We are a Finance Intermediary, and our permitted business is the supply of finance products connected with the purchase of your motor vehicle. You can check this on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the contact centre on 0300 500 0597.

### About our Finance Services

We are a credit broker and not a lender. We can introduce you (whether direct or through a specialist credit broker) to a number of lenders and their products. There are other lenders to which we cannot introduce you to which may also be able to offer you finance.

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.**

### Commission

We do not charge you a fee for our services. Whichever lender we introduce you to, we will typically receive commission from them (either a fixed fee or a fixed percentage of the amount you borrow).

For your reassurance, all the lenders we work with could pay commission at different rates, but the commission we receive does not influence the interest rate you will pay. Our aim is to secure finance for you at the lowest interest rate you are eligible for from our panel of lenders.

If you ask us what the amount of commission is, we will tell you in good time before the Finance agreement is executed.

### How will we use your information

We will use your information to obtain quotes from lenders to process finance applications through them and 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 finance. Further details of how your information will be used by us, lenders, 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.

### Customer Care, Dispute Resolution and Complaints

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

In writing to: Complaints, Auto Centre Inverurie Ltd, Kemnay Rd, Inverurie, Aberdeenshire, AB51 5NU

Or Emailing: [stuart@autocentreinverurie.co.uk](mailto:stuart@autocentreinverurie.co.uk) , Telephoning: 01467 670101

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

**I Acknowledge I have read and understand the information outlined in this Status Disclosure Document**

Print Name.....

Signed.....

Date.....