

## **Initial Disclosure Document**

### **1. The Financial Conduct Authority (FCA)**

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

### **2. Whose products do we offer?**

We can only offer products from a limited number of lenders for vehicle finance. Ask us for a list of lenders from whom we can offer finance.

### **3. Which service will we provide you with?**

You will not receive advice or a recommendation from us for vehicle finance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed. We have attached the advantages and disadvantages of the product types available to you. Eg. Personal Finance would be PCH (Personal Contract Hire) or PCP (Personal Contract Purchase). We are not an IFA (Independent Financial Adviser).

driverhelpline Ltd rely on the commission paid from our Finance Lenders when you engage our services. driverhelpline Ltd are a broker and not a lender and will work with a panel of lenders to ensure the customer is provided the most cost-effective solution on each occasion. driverhelpline Ltd are paid a commission by the Finance Lender and/or Motor Retailer, once the agreement is live. The commission we receive maybe pre-set but can vary depending on the funder selected, the terms of the funding and other criteria's, such as achieving high levels of customer service.

If a credit broker (including a Motor Retailer) receives a commission then The Financial Conduct Authority expects [under CONC 4.5.3R] that any intermediary discloses the existence of commissions, fee's or other remuneration payable, in good time before a credit agreement or consumer hire agreement is entered in to.

Discretionary commission models are banned by the FCA as of the 28th January 2021.

The Financial Conduct Authority has made it clear that 'commission' means any financial consideration.

We do not charge our customer's processing fees for our credit broking services.

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

We do not charge documentation fees however the lender may also charge their own fees.

These include but are not limited to: documentation fees, option to purchase fees, excess mileage charges or administration fees.

#### **5. Who regulates us?**

Driverhelpline Ltd, Registered Office: Haydock House, Pleckgate Road, Blackburn, Lancashire BB1 8QW is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register Number is 03674429. Our permitted business is credit broking and we act as an intermediary to a panel of lenders.

We are a broker member of the (BVRLA) British Vehicle Rental and Leasing Association, our membership number is 10624.

We are registered with the Information Commissioners Office for the purposes of Data Protection, our registration number is Z4559687.

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 FCA on 0800 111 6768.

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

If you wish to register a complaint, please contact us:

Write to Jake Yates, Driverhelpline Ltd Registered Office: Haydock House, Pleckgate Road, Blackburn, Lancashire, BB1 8QW. Telephone 01254 244 147 [jake@driverhelpline.co.uk](mailto:jake@driverhelpline.co.uk)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service or the BVRLA.

A copy of our complaints procedure is available upon request or on our website:

<https://www.driverhelpline.co.uk>

Driverhelpline are a credit broker and not a lender, we are authorised and regulated by the Financial Conduct Authority.

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