

fb Fleetbuyer

Initial disclosure document

The Financial Conduct Authority is the independent regulator of financial services. The Financial Conduct Authority require us to provide you with a document called an 'Initial Disclosure Document'. This document provides information about us, the products we offer, the services we will provide, what we charge for our services, who regulates us, what to do if you have a complaint and details about the Financial Services Compensation Scheme.

What services do we provide?

We will provide you with either comparable details of firms most appropriate to your lending or purchase requirements or general information relating to finance products. In assessing your requirements, we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your needs. It is important that you provide us with accurate and relevant information. You will not receive advice, or a recommendation from us, but we may ask questions to narrow down the selection of firms offered, from which you can more easily make your own choice if you so wish.

Whose products do we use?

As a Financial Conduct Authority regulated credit broker, we can introduce you to a range of lenders who may be able to help you finance your vehicle and provide other products/services.

Do we charge for our services?

No, we do not charge fees for our broker related services. We are a commission and fee-based organisation which means that we may receive a payment(s) or other benefits from finance providers should you decide to enter into an agreement with us. These fees may be variable or pre-set dependent on the product and the volume that we place with the chosen supplier.

Commission disclosure:

The Financial Conduct Authority expects any intermediary to disclose to their customers that a commission may be payable to the intermediary by a supplier or creditor that we may introduce you to and to disclose the amount of this potential commission when requested. The Financial Conduct Authority have made it clear that "commission" means any financial consideration.

In line with this legislation, you can ask us to disclose any potential commission by writing to our office at The Warehouse, Draper St, Southborough, Kent, TN4 0PG, by emailing info@fleetbuyer.co.uk or by calling 01892 514471 and asking to speak to the Operations Manager about a Commission Disclosure.

Who regulates us?

Quality Vehicle Contracts Limited T/As Fleetbuyer is authorised and regulated by the Financial Conduct Authority. Our firms reference number is 726449. You can verify this on

the Financial Conduct Authority's Register by visiting the Financial Conduct Authority's website: <http://www.fca.org.uk/register/> or by contacting them on 0300 500 8082.

Other services we offer are not regulated by the Financial Conduct Authority however the Financial Ombudsman Services has now been extended to handle some complaints under the Consumer Credit Act.

Quality Vehicle Contracts Limited is a VAT registered company, our VAT registration number is 680 0131 75.

Quality Vehicle Contracts Limited is a member of the BVRLA (Membership number 7318)

Fleetbuyer is a trading style of Quality Vehicle Contracts Limited whose trading address is: The Warehouse, Draper St, Southborough, Kent, TN4 0PG

Quality Vehicle Contracts Limited is Registered in England (3436013), Registered Office: Hanover House, 18 Mount Ephraim Rd, Tunbridge Wells, Kent, TN1 1ED

Complaints procedure

Complaints Handling Procedure

It is the aim of Quality Vehicle Contracts Limited T/As Fleetbuyer to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

If you have a complaint:

If you have a complaint about any aspect of our service, then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time. To help us to investigate and resolve your concerns as quickly as possible, you should in the first instance contact the department with which you have been dealing.

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then take.

To register a complaint contact us:

By Post:

Quality Vehicle Contracts Limited T/As Fleetbuyer
The Warehouse
Draper Street
Southborough
Kent
TN4 0PG

By Telephone:
01892 514471

By email:
Complaints@fleetbuyer.co.uk

We will acknowledge receipt of the complaint by customers preferred method within three working days

We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out expected timescales by which matters should be resolved

We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaint's procedure, they are able to contact The Financial Ombudsman, details can be found at:

<http://www.financial-ombudsman.org.uk/contact/index.html>

Non-financial complaints can be directed to Trading Standards

The customer may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at **www.bvrla.co.uk** or by contacting **complaint@bvrla.co.uk**