

FINANCING YOUR PURCHASE - FREQUENTLY ASKED QUESTIONS

Who are we?

NVD Limited T/A Brooklands Motor Centres recognise that you always have a choice, and therefore we need to deliver an outstanding customer experience based upon an understanding of what our customer wants

Please read this document as it may help you decide if, in addition to the purchase of your vehicle, any of our products and/or services are right for you.

Address: 162 Armley Road, Leeds, LS12 2QN

Tel: 0113 203 8000

Email: Sales@brooklandsmotors.co.uk

Website: www.BrooklandsMotors.com

DEALER NAME is directly authorised by the Financial Conduct Authority (FCA) for consumer credit activities. Our Firm Reference Number (FRN) is 652893.

You can check the above information on the FCA Register by visiting the FCA's website at www.fca.org.uk/register or by contacting the FCA contact centre on 0800 111 6768

The Financial Conduct Authority is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you. All finance and insurance products are optional.

What can we do to help finance your purchase?

We are a credit broker not a lender. We can introduce you to a number of lenders and their finance products who may be able to help finance your purchase. They will typically pay us for introducing you to them. Please ask us for a list of finance products and the lenders we use. By providing us with your personal credit details, you will be giving us authority to submit a credit application on your behalf to our credit providers. We will only pass your details onto a subsequent credit provider if the initial application to the first credit provider is not successful.

Do you have to pay for our help?

You will not be charged a fee for using our services; however, we must inform you that we receive a commission payment for introducing your details. This commission will not impact any rate, amount or acceptance you are offered and is an agreed fixed payment or percentage. This may vary by lender or finance partner. You have the right to request information on our commission at any time using the above contact details.

What can you do if you wish to complain about our services?

If you wish to make a complaint, please contact us in the first instance by writing to us at;

162 Armley Road, Leeds, LS12 2QN

By Phone: 0113 2038000 By email; info@brooklandsmotors.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, free of charge. Their website details are www.financial-ombudsman.org.uk. Time limits to refer your complaint to the Financial Ombudsman Service may apply.