

Initial Disclosure Document

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you. Otter Motors, Exeter Road, Ottery St Mary, Devon, EX11 1RE, is authorised and regulated by the Financial Conduct Authority (our registration number is 730810 as a credit broker and is included on the Financial Services Register <https://register.fca.org.uk>)

Initial Disclosure Document - Consumer Credit Your Finance Options

As an FCA-regulated credit broker we can introduce you to a selected group of lenders who may be able to help you finance your purchase. This group of lenders provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you.

The lenders we work with include but are not restricted to -

- MOTONOVO FINANCE LIMITED
- DSG FINANCIAL SERVICES LIMITED

We do not charge fees for our Consumer Credit services but we generally receive a commission payment / fee from the lenders we use. This amount may differ between lenders & is generally calculated as a pre-set percentage of the amount being financed by the customer & is ultimately decided by the lender.

(Further information is available upon request).

We have taken steps to ensure that if, while advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

We always aim to provide a first-class service, however if you have any cause for complaint any enquiry can be raised by contacting us using the address and telephone number below. Should you remain dissatisfied, you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

As an organisation we are committed to treating our customers fairly, before, during and after a sale. Before the sale you can expect:

To have any significant and unusual exclusions or exceptions relating to the finance agreement brought to your attention
A clear statement of price, including where applicable a breakdown of any interest charges
Details of your cancellation rights and our complaints procedure
Copies of your finance agreement documentation or information as to when these documents will be dispatched

After the sale you can expect:

Not to encounter any barriers to cancelling your finance agreement within regulatory agreed timeframes
To have any complaint dealt with in a timely and professional manner

If at any time you feel you have not been treated fairly by any member of our staff, please contact us by writing to - Otter Motors, Exeter Road, Ottery St Mary, Devon, EX11 1RE or emailing us at sales@ottermotors.co.uk or by phone on 01404 812608

Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering, and renewing finance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

NAME..... SIGNATURE.....

DATE..... REGISTRATION.....