

# TVS CARS LTD



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## 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. TVS Cars Ltd is authorised and regulated by the Financial Conduct Authority (our registration number is 678026 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 (whether direct or through a specialist credit broker) to several finance companies (funders) who may be able to help you finance your transaction/purchase. We will explain the key features of those products to you. There are other funders to which we cannot introduce you which may also be able to offer you finance.

We will provide you with information and explanations about the finance products that may be available to you, and, where we recommend a product to you, we will ensure that this is based on the information you give us about your needs and circumstances so that it is suitable for you. . In assessing your demands and needs we may seek such information about your personal circumstances as this will be relevant to enable us to identify your requirements. It is important that you provide us with accurate and relevant information. Finance is arranged subject to status and terms and conditions. We cannot guarantee that we will be able to secure finance for you.

We are not independent financial advisers and so are unable to provide you with independent financial advice. You (the consumer) make no payment to us for our services, however the funder or broker we work with may pay us a commission fee for introducing you to them if you decide to enter into an agreement with the finance provider. Different funders/brokers may pay us different amounts, but it will typically be based on a fixed percentage of the amount borrowed. The percentage may vary depending on a variety of factors – for example, the amount of credit, age or type of vehicle, they type of finance product or the funders assessment of the risk of lending. For your reassurance, we are unable to change the interest rate you pay to receive more commission from a particular broker or funder, and although rates and commission may vary from lender to lender, our aim is always to secure finance from them which is appropriate for your circumstances and at the lowest available rate.

We will use your information to obtain quotes from funders and brokers to process finance applications through them and we/or they may also conduct a search of your record held with one or more credit reference agencies. Credit checks may as a result appears on your credit file lodged by organisations with whom you have not dealt with directly. The personal information collected will also be shared with fraud prevention agencies who will use it to prevent money laundering and to verify your identity. If fraud is detected, you could be refused certain services or finance.

We always aim to provide the best 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 TVS Cars Ltd, Building 13, Units 5&6, Estate Road, Stanmore Industrial Estate, Bridgnorth, Shropshire WV15 5HP or by telephone 01746 767311 or email [sales@tvscars.co.uk](mailto:sales@tvscars.co.uk)

#### 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.

Customer Signed .....

Dated .....

Tvscars/fca handbook/ idd