

Proctor Car Sales Limited

Matlock Road
Wessington
Derbyshire
DE55 6DS



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?

Proctor Car Sales Limited t/a Proctor Cars and Proctor Fleet Management is a Credit Broker not a Lender and can introduce you to a limited number of lenders and finance products to assist with your vehicle purchase. Occasionally, we may need to use the services of a credit broker - we will advise you if this is applicable. We are not an independent financial advisor however we will provide you with information on products which may suit your requirements based on information you disclose, to assist you in making an informed decision on your purchase. Please ask for a list of our funding partners. You may be able to obtain funding for your purchase from other providers and you are encouraged to seek alternative quotations.

We only offer products from AutoProtect (MBI) Limited:

- Combined Guaranteed Asset Protection and Return to Invoice Insurance (Combined GAP/RTI) – AutoProtect (MBI) Limited
- Prestige Combined Guaranteed Asset Protection and Return to Invoice Insurance (Prestige Combined GAP/RTI) – AutoProtect (MBI) Limited
- Complete Wheel Insurance – AutoProtect (MBI) Limited
- SMART Insurance – AutoProtect (MBI) Limited

3. Which service will we provide you with?

We will provide you with information to assist with your funding decision on:

- Credit Agreements – Hire Purchase, PCP, Conditional Sale, Personal Loan, Lease Purchase, PCH and BCH, Fixed sum loan with guaranteed final payment (Santander)

We will advise and make a recommendation for you after we have assessed your needs for:

- Regulated Insurance Products – Combined GAP/RTI; Prestige Combined GAP/RTI; Complete Wheel Insurance; SMART Insurance
- Non-Regulated Products: Warranty; Paint Protection

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

For Business Contract Hire arrangements we charge a processing fee of £75 + VAT, otherwise no fee is payable for our services. Lenders may pay a fixed commission (or a fixed percentage of the amount borrowed) to us for introducing you to them, calculated by reference to the particular vehicle, product or amount you borrow. Different lenders may pay different commissions for such introductions. However, any such amounts lenders pay us will not affect the amount of interest you pay under your finance agreement, all of which are set by the lender concerned (Further information is available on request)

Each vehicle on our website is provided with a representative finance quotation based on the interest rate available on it. Please be aware that if you select a different vehicle during your decision to purchase, the interest rate available from the lender may differ. Should this be the case, we will ensure that you receive a new quotation. Our aim is to secure finance for you at the lowest rate you are eligible for from our panel of lenders. If you ask us what the amount of commission is, we will tell you in good time before the finance agreement is concluded.

If you choose to use on of our lenders, we will pass your details on to the relevant lender who will employ the services of a Credit Reference Agency, in conjunction with other checks to determine their ability to lend. Please note that it may be necessary to send your finance proposal to another lender in the event that our chosen supplier is unable to assist. We will advise you and seek your approval to continue if this occurs.

We receive a proportion of premium paid for insurance policies as commission from our insurance providers, if you decide to enter

5. Who regulates us?

Proctor Car Sales Limited t/a Proctor Cars and Proctor Fleet Management is authorised and regulated by the Financial Conduct Authority for Consumer Credit activities, our Firm Reference Number (FRN) is 677557. Proctor Car Sales Limited t/a Proctor Cars and Proctor Fleet Management is a Credit Broker not a Lender. Proctor Car Sales Limited t/a Proctor Cars and Proctor Fleet Management an Appointed Representative of AutoProtect (MBI) Limited for Insurance Distribution activities. AutoProtect (MBI) Limited is authorised and regulated by the Financial Conduct Authority, Firm Reference Number - 312143. Our FCA permitted business is arranging general insurance and finance products. You can check this on the FCA Register by visiting the www.fca.org.uk

6. What to do if you have a complaint.

If you have a complaint, please contact us:

In writing James Proctor, Littlecotes Farm, Dark Lane, Ashover Hay, Ashover, Chesterfield, Derbyshire S45 0HD

By phone 08450 230100. **By e-Mail:** j.proctor@proctorcarsales.co.uk.

If you cannot settle your complaint with us: You may be entitled to refer it to the Financial Ombudsman Service.

www.financial-ombudsman.org.uk

Contract Hire customers may also refer their complaints to the BVRLA Conciliation Service by writing to BVRLA, River Lodge, Badminton Court, Amersham, HP7 0DD, or by email to: complaint@bvrla.co.uk . **Further information is available**

at www.bvrla.co.uk/advice/guidance/using-bvrlas-conciliation-service

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

General Insurance advising and arranging is covered for 90% of the claim with no upper limit. Compulsory forms of insurance (e.g. Motor Insurance) are covered for 100% of the claim with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Please note - finance products are not covered by this scheme.