

Vehicle Finance Status Disclosure for Whitley Bay Motors Limited

Frequently asked questions

Who are we?

Whitley Bay Motors Ltd are dealership acting as a credit broker in arranging finance for vehicle transactions..

Are we authorised to arrange finance for you?

Yes, we are authorised and regulated for credit-broking activities by the Financial Conduct Authority ("FCA"). We are not a lender. Our FCA Firm Reference Number is 624175. For more information, please visit the FCA website at: <https://register.fca.org.uk/>. Please note that business customers may not be protected under the Consumer Credit Act 1974 or FCA rules.

What can we do to help finance your vehicle?

We can introduce you (whether direct or through a specialist credit broker) to a number of finance companies ("funders") who may be able to finance your transaction.

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 upon :

the information you give to us about your needs and circumstances so that it is suitable for you. Finance is arranged subject to status and terms and conditions. We cannot guarantee that we will be able to secure finance for you.

Do you have to pay for our service?

No, you make no payment to us

But a funder or broker we work with may pay us for introducing you to them. Different funders/brokers may pay us different amounts

How will we use your information?

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

Further details of how your information will be used by us, funders and these fraud prevention agencies, and your data rights can be found here [link to dealer's full DP Notice/privacy policy]. A full data protection notice/ privacy policy will be provided to you before we submit any application for finance on your behalf.

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

If you wish to make a complaint, please contact us:

- * by writing to us at Complaints, Whitley Bay Motors Ltd Peel Retail Park Washington NE37 3ES
- * by emailing whitleybaymotorswashington@outlook.com
- * by telephoning 0191 415 3540

If, after making a complaint to us you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service ("FOS" - www.financial-ombudsman.org.uk). Please note that FOS may not be able to deal with complaints from business customers.

If you require further information, please contact us by telephoning the above number(s) or emailing us at whitleybaymotorswashington@outlook.com, addressing your correspondence to the Complaints Manager.

Whitley Bay Motors Ltd Vehicles Sale Process

Product Suitability

We shall ,at all times endeavour to take reasonable steps to ensure that any product offered is not unsuitable for the customers needs or circumstances

Vulnerability

In providing information and explanations about products we shall take into account the customers level of understanding. If we are not satisfied that the customer does not have a good understanding of these products or services we shall consider alternative methods to provide the relevant information

Data Protection /Consent to Search

We shall inform customers of what personal data we need to collect ,for what purposes and with whom we share.We shall obtain customers consent to credit searches and treat all Data in line with FCA Guidelines. You have the right to request we delete this information. This information can be shared to our finance funders to obtain credit.

Can we give you independent financial advice?

We are not independent financial advisers and so are unable to provide you with independent financial advice.

Pre Sale Explanations

Before entering into a Credit Agreement we will take you through the funders pre-sale Information and adequate explanations

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