

Windsors (Heswall)

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?

- ✓ We only offer products from a limited number of insurers for;
 - GAP - GardX

Windsors (Wallasey) Ltd is appointed to act as the agent of the insurers and not as your agent, when offering or recommending the above products and where we collect any premium or handle premium refunds, we do so as the agent of the insurer

- ✓ We act as a credit broker, not as lender, for the introduction to a limited number of finance providers only for; Hire Purchase (HP), Personal Contract Purchase (PCP), Lease Purchase (LP), Contract Hire (CH)
- ✓ Our panel of Lenders, who may be able to finance your purchase are;
 - Santander Consumer Finance - Fixed Rate / % of Balance Financed Commission Model
 - Mazda Financial Services - Fixed Rate / % of Balance Financed Commission Model
 - First Response Finance - Rate for Risk / Flat £s of Advance Commission Model
 - Bright car finance - Rate for Risk / Flat £s of Advance Commission Model
 - CA Auto Finance - Fixed Rate / % of Balance Financed Commission Model
 - Stellantis Financial Services - Fixed Rate / % of Balance Financed Commission Model

We also have access to many other lenders through;

- Evolution Funding - Rate for Risk & Fixed Rate / % of Balance Financed Commission Model

We act as their agent for this introduction and not as your agent. We are not an independent financial advisor; we will provide details of products available. We may advise you on the products, subject to your personal circumstances, though you are not obliged to take our advice or recommendation.

You are under no obligation to make use of any financial product arranged by Windsors (Wallasey) Ltd, or to purchase any insurance product from us. Other providers may offer similar finance or insurance products that may or may not meet your needs.

3 Which service will we provide you with?

- ✓ We will review suitable finance products for you after we have assessed your needs for;
 - Hire Purchase (HP), Personal Contract Purchase (PCP), Lease Purchase (LP), Contract Hire (CH)
- ✓ We will advise and make a recommendation for you after we have assessed your needs for;
 - GAP

You are not obliged to agree with our recommendations or to make any purchase of a finance or insurance product. You may obtain free, unbiased guidance from the Money Advice Service at www.moneyadviceservice.org.uk or Your Impartial Guide to Car Finance at www.financingyourcar.org.uk.

4 What will you have to pay us for this service?

- ✓ We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We may receive a revenue from the sale of the product, which is based on the margin between the selling price, net of Insurance Premium tax, and the cost price to us.

- ✓ **You will make no payment to us for the introduction to our panel of lenders, typically we may receive a commission from the lender if you decide to enter into an agreement with them. You may ask us for details of such payments.**

Commission Arrangements

% of Balance Financed Commission Model

The Dealer will be paid a commission for introducing you to the lender. This will be a percentage of the amount that you borrow. This means the more you borrow the more the Dealer is paid. The commission will be the same no matter the interest rate that you pay. If you ask the Dealer, they will tell you (in good time before the agreement is made) the amount of any commission they will earn from the lender.

Flat £s Fee Commission Model

The Dealer will be paid a commission for introducing you to the lender. This will be a flat fee amount. This means the commission will be the same no matter how much you borrow or the interest rate that you pay. If you ask the Dealer, they will tell you (in good time before the agreement is made) the amount of commission they will earn from the lender.

5 Who regulates us?

Windsors (Wallasey) Ltd is an appointed representative of Automotive Compliance Limited who is authorised and regulated by the Financial Conduct Authority. Automotive Compliance Ltds' FCA Register number is 497010. Automotive Compliance's permitted business is to act as a Principal Firm for a network of motor dealer Appointed Representatives' who act as Credit Brokers for the introduction to finance providers, acting on behalf of the lender and sell and arrange non-investment insurance contracts, acting as agents on behalf of the insurers. You can check this on the Financial Services Register by visiting the FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0300 500 8082.

6 What to do if you have a complaint?

If you wish to register a complaint, please contact us;

... In writing Automotive Compliance Ltd, The Factory, 44 Alfred Street, Gloucester, GL1 4DD.

... by phone 01452 671560

... by e-mail complaints@automotive-compliance.co.uk

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

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS.

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

8 The Data Protection Act

Windsors (Wallasey) Ltd is also governed by the Data Protection Act (2018). This ensures any information you give us is managed in a secure and confidential manner. This information may be passed to other groups or affiliated members including those company(s) detailed in Section 2 above. Without this information Windsors (Wallasey) Ltd is unable to process your order or enquiry. Under the Data Protection Act you may apply to have this information restricted or removed at any time by telling Windsors (Wallasey) Ltd via phone on 0 or in writing to Windsors (Wallasey) Ltd, Harrison Drive, Wallasey, Merseyside, Line 4, CH45 3HP.