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## 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.

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## 2. Whose products do we offer?

We act as a non-independent credit intermediary for a limited number of lenders, which includes FCA Automotive Services UK Ltd. /Leasys An introduction to a lender does not amount to independent financial advice.

Our approach is to introduce you to the best available Finance Package that we can find for you and will go through all options before we will ask you for the option that you would prefer.

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## 3. Which service will we provide you with?

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

**Credit Agreements** – Lease Purchase, Business Contract Hire and Personal Contract Hire.

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## 4. What will you have to pay us for our Finance Services?

We may charge you a fee for our services and this will be made clear to you before you have signed any documentation. Whichever lender we introduce you to, we may or may not receive a commission from them (Either a fixed fee or a fixed percentage of the amount you borrow). The amount paid to us does not affect the amount you pay under your credit agreement.

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## 5. Who regulates us?

Fleetmate Limited are an Appointed Representative of Jordan & Co (Hull) Ltd for Consumer Credit Activities. Our FRN is 961830 and Jordan & Co (Hull) Limited FRN is 310989. Our FCA Permitted business is consumer credit activities – Credit Broking, Debt Adjusting, Debt Counselling. You can check this on the FCA Register by visiting the [www.fca.org.uk](http://www.fca.org.uk).

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## 6. What to do if you have a complaint

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

**in writing** Administration Manager, Fleetmate Ltd, 2 Humber Quays, Wellington Street West, Hull, HU1 2BN

**by phone** 01482 488888

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](http://www.financial-ombudsman.org.uk)

You can also complain to the BVRLA Conciliation Service, a link to this can be found below

<https://www.bvrla.co.uk/consumer-advice/making-a-complaint-adr.html>

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

No, Finance products are not covered by this scheme.

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## 8. Data Protection

We use information about you to process your order, supply or manage your product / service and for marketing. We may share your information with finance and insurance companies, credit reference agencies and other companies for use in credit and insurance decisions, for fraud prevention and to pursue debtors. In connection with vehicle purchases, we may also share your information with the manufacturer, warranty provider or DVLA for ownership, warranty, service and safety related matters. We would like to send you information about our own products and services by post, telephone, email and SMS and to share your information with our selected business partners so that they may send you information about their products and services by post, telephone, email and SMS. If you DO NOT agree to your information being used in this way, please let us know by contacting the Data Controller at: Fleetmate Ltd, 2 Humber Quays, Wellington Street West, Kingston upon Hull, East Yorkshire HU1 2BN.