Marshall

# **Initial Disclosure Document:** Credit-Broking Services

## 1. The Financial Conduct Authority (FCA)

The FCA is an independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

## 2. Whose products do we offer?

**Marshall Motor Group Limited is a credit-broker not a lender.**

We have relationships with a number of lenders which could include preferential terms such as a requirement to submit an application to them first or exclusively.

We can introduce you to a limited number of finance providers and a limited number of financial products to assist with your purchase of our goods and services. We have pre-arranged contractual relationships with a number of Brand Finance providers and with Santander Consumer Finance (UK) Limited. In some circumstances we may use the services of an external credit broker Evolution Funding Limited to secure an offer of finance for you. We will provide you with details of our lenders and/or our credit broker partners on request.

Our financial products vary from time to time but may include Hire Purchase, Conditional Sale, Fixed Sum Loan (Personal Loan), Personal Contract Hire ("PCH") and Personal Contract Purchase ("PCP"). All finance is subject to status. Terms and conditions apply.

If you chose to apply for a finance product through one of our lending partners, the lender will provide you with all the pre-contract information required under the Consumer Credit Act and Financial Conduct Authority rules, as appropriate to the finance product you are applying for. This will include, where applicable:

- An adequate explanation of the proposed credit agreement, enabling you to assess whether the agreement is suitable for your needs and financial circumstances.
- A Pre-Contract Credit Information (PCCI) document containing the key features, costs and terms of the finance agreement.
- Information about your right to withdraw from the credit agreement and any applicable rights to early settle or terminate.
- For agreements that include mileage restrictions, details of any excess mileage charges that may apply.
- Information explaining the lender's approach to vehicle damage or fair wear and tear charges, where these are relevant to the finance product.

The information provided will depend on the type of finance agreement you apply for and will be supplied to you directly by the lender before you enter into the regulated credit agreement. It is important that you carefully read and consider all of the information provided by the lender before deciding whether to proceed with the finance agreement. If there is anything you do not understand, or you require any further information or clarification, you should ask the lender before entering into the agreement.

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

You will not receive advice or a recommendation from us in relation to the financial products that we offer. We will provide you with information but you will have to make your own choice about how to proceed. We operate an information only sales process (non-advised).

We act as agent for the lender when operating our credit-broking and credit intermediary services under pre-arranged contractual arrangements. We do not use a panel of lenders although Evolution Funding Limited may do so.

If you apply for finance with our Brand Finance provider or Santander Consumer Finance (UK Limited) and either you are not eligible and/or your finance application is declined, we will (with your consent) utilise the services of Evolution Funding Limited. Evolution Funding will have their own commission arrangements with lenders and will provide you with those commission details and obtain your consent to the commission.

We usually present two financial products from the same lender to you. We do not offer a range of financial products or offers to choose from.

When arranging finance for you, we do not act for you in any capacity and we are not your agent. We do not act as your finance broker, we do not conduct a fair analysis of the market and we do not provide financial advice, therefore there may be more favourable finance available from alternative providers. Please seek your own independent legal or financial advice prior to entering into a credit agreement if this is required.

Whilst we believe that our finance terms are competitive, we offer no guarantee that the APR offered to you is the most competitive in the open market. Please make your own enquiries in this regard.

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

We do not charge you any fees for our credit-broking services.

We typically receive a commission from the lender for arranging finance for you (a fixed amount or a percentage of the amount borrowed). The APR offered to you by the lender is not affected in any way by any commission payment or other remuneration that we may receive, but more favourable finance terms may be available to you from alternative lenders.

For further information on commission arrangements, please read our Finance Commission Disclosure Statement. A copy is available on our website www.marshall.co.uk.

## 5. Who regulates us?

Marshall Motor Group Limited is authorised and regulated by the Financial Conduct Authority. Marshall Motor Group Limited's Firm Reference Number is 310503.

You can check this by contacting the FCA by telephone on **0800 111 6768** or by visiting the FCA's website https://www.fca.fca.org.uk/firms/financial-services-register.

Marshall Motor Group Limited has a number of limited permission firms and/or Appointed Representatives within its group who conduct credit-broking activities. A full list of these companies is available to view on its website www.marshall.co.uk or upon request.

Our permitted business is offering credit-broking services for the purchase of motor vehicles and other services to our customers.

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

If you wish to make a complaint about how a financial product was sold to you, please contact us in writing at Marshall Motor Group, The Quorum, Barnwell Drive, Cambridge, CB5 8RE, or you can telephone **01254 506656** or email compliance@marshall.co.uk.

A copy of our regulated complaints procedure is available upon request and a copy can be accessed on our website www.marshall.co.uk. If we cannot settle your complaint, you may be entitled to refer it to the Financial Ombudsman Service www.financial-ombudsman.org.uk.

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

Please note that our credit broking activities are not covered by the FSCS.

## 8. Data protection

We will use your data in accordance with our **Privacy Notice** which is available on our website www.marshall.co.uk. A copy of the Privacy Notice is also available upon request.