

Initial Disclosure Document

The Financial Conduct Authority (FCA) is the independent regulator of financial services. The FCA require us to provide you with an Initial Disclosure Document to help you decide if our services are right for you. This document provides information about Motion Vehicle Consulting Ltd the products we offer, the services we will provide, what we charge for our services, who regulates us, what to do if you have a complaint, and details about the Financial Services Compensation Scheme.

About Motion Vehicle Consulting Ltd

Motion Vehicles Consulting Limited is authorised and regulated by the Financial Conduct Authority (FCA).

Motion Vehicle Consulting Limited is a credit broker and not a lender.

We are permitted by the FCA to carry out credit broking.

Our registered address is Badger Farm, Willowpit Lane, Hilton, Derbyshire. DE65 5FN. Our Financial Conduct Authority Firm Reference Number is 783469. You can verify our status on the Financial Services Register by visiting the FCA's website at www.fca.org.uk or by contacting the contact centre on 0845 606 9966.

The services we provide

We will provide you with either comparable details of firms most appropriate to your lending or purchase requirements, or general information relating to finance products. In assessing your requirements, we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your needs. It is important that you provide us with accurate and relevant information so that we can try to match you with the most suitable product.

The products we use

As a Financial Conduct Authority regulated credit broker, we may introduce you to a range of finance providers who may be able to help you finance your vehicle and provide other products/services, such as vehicle maintenance and servicing packages.

We will only offer products from a carefully selected panel of finance providers. We will not refer you outside of this panel. You can ask us for a list of the suppliers who provide our finance and insurance products. All the products we offer are optional.

We may receive a fee for introducing you to one of our many lenders who assists with your agreement.

The charge for our services

Motion Vehicle Consulting Limited charge a fee of our services.

Processing Fee - Prior to processing your order, a processing fee may be required. The processing fee is the broker fee charged by Motion Vehicle Consulting Ltd for our service and represents the costs incurred for arranging the sale, ordering the vehicle, arranging the finance and organising delivery of the vehicle. The amount required will be stated on your order form prior to acceptance by you. This processing fee is payable by debit or credit card or by BACs payment and is taken once finance approval has been received, along with all relevant paperwork signed by yourself instructing us to place an order on your behalf.

Confidentiality and data protection

As part of the process of obtaining finance for your vehicle we will need to pass your details on to one or more of our finance/insurance providers. A list of these partners is available on request together with their Consumer Credit Licence numbers. Any organisation approached to arrange credit will need to undertake credit searches with a credit reference agency which could affect your credit rating.

The Regulator

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Some services that we offer are not regulated by the Financial Conduct Authority. However, the Financial Ombudsman Services has now been extended to handle some complaints under the Consumer Credit Act.

Dispute Resolution and Complaints

We work hard to ensure that the services we offer are fair and that our communication to our customers is clear and not misleading. However, if you are unhappy with our service and you wish to register a complaint, please contact us:

In writing: Customer Resolutions, Motion Vehicles, Badger Farm, Willowpit Lane, Hilton, Derbyshire. DE65 5FN

By phone: 01332 300 044

By email: complaints@motionvehicles.com

To help us resolve your problem, you should provide the following information:

- Your full name and contact information
- Full details of your complaint
- Your lease agreement details
- Details of what you would like us to do to put things right
- Photocopies of any relevant paperwork

We will answer any complaints as quickly as possible but always within eight weeks.

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

A copy of our full complaints procedure is also available here: [Complaints Procedure](#)

The Financial Services Compensation Scheme (FSCS)

You may also be entitled to compensation from the Scheme if we are unable to meet our obligations. This depends on the type of business and the circumstances of the claim.

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