

# Vehicle Finance Status Disclosure for Drumgray Vehicles Limited

## Frequently asked questions

### Who are we?

Drumgray Vehicles Limited, a dealership acting as a credit broker in arranging finance for vehicle transactions.

Our registered office address is: Block 1 Unit 1, Stirling Road, Chapelhall Industrial Estate, AIRDRIE, ML6 8QH. Registered in Scotland. Company registration number SC456120.

### 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 764106. 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. There are other funders to which we cannot introduce you which may also be able to offer you finance.

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 on the information you give 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.

### Can we give you independent financial advice?

We are not independent financial advisers and so are unable to provide you with independent financial advice. We are, however, independent of the funders and brokers we work with.

### Do you have to pay for our service or do we receive any commission?

You don't have to pay us for our service but a funder or broker we work with may pay us for introducing you to them. Different funders/brokers may pay us different amounts but it will typically be based on a fixed percentage of the amount borrowed. This percentage may vary according to different factors, for example: the amount of credit; the age or type of vehicle; the type of finance product; or the funder's assessment of the risk of lending. For your reassurance, we are not able to change the interest rate you pay in order to receive more commission from a particular broker or funder. Although rates and commissions may vary between our finance partners, our aim is always to secure finance from them which is appropriate to your circumstances and at the lowest interest rate available.

**If we are successful in obtaining an offer of finance for you and you would like to know the amount (or likely amount) we would receive if you decided to go ahead with the agreement and how that amount has been calculated, please contact us using the details above.**

### 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.

We are registered as a data controller with the Information Commissioner's Office under registration number: ZA374316.

### 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: Block 1 Unit 1, Stirling Road, Chapelhall Industrial Estate, AIRDRIE, ML6 8QH
- by emailing: [sales@dvsscotland.co.uk](mailto:sales@dvsscotland.co.uk)

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](http://www.financial-ombudsman.org.uk)). Please note that FOS may not be able to deal with complaints from business customers.

Customer Signature

Customer Name:

Date:

## **Drumgray Vehicles Limited Complaints Handling Procedure**

### **Complaints Handling Procedure**

It is the aim of Drumgray Vehicles Limited to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

### **If you have a complaint**

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone, email or in writing and your complaint will be resolved in the shortest possible time by the appropriate person.

To register a complaint contact us by:

Email: [sales@dvsscotland.co.uk](mailto:sales@dvsscotland.co.uk)

Telephone: 01236771954

Or write to us at: Block 1 Unit 1, Stirling Road, Chapelhall Industrial Estate, AIRDRIE, ML6 8QH

To help us to investigate and resolve your concerns as quickly as possible please provide the following information:

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

### **What we will do if we receive a complaint from you**

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing with details of our findings any actions undertaken.

### **If you are not satisfied with our resolution of your complaint - Financial Ombudsman Service**

If you have a regulated contract with us and are not satisfied with our final response you are eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response. When we send you our final response we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet and for more information please see; <https://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>

### **More questions?**

If you have any questions in relation to our Complaints Handling Procedure, please contact us by telephone, email or in writing to the details above.