

Initial Disclosure Document

County Garage (Barnstable) Limited

Address: CONEY AVENUE, HOLLOWTREE ROAD, WHIDDON VALLEY INDUSTRIAL ESTATE, BARNSTAPLE, Devon, EX328QJ

Tel: 01271 349500, 01271 327328

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

County Garage (Barnstable) Limited t/a County Vauxhall, County Renault, County Dacia, County Budget Cars, County Premium SUV, County Kia & County Suzuki is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (FCA) (their registration number is 313486). Permitted activities include advising on and arranging general insurance contracts as an intermediary and acting as a credit broker not a lender.

Finance

As a credit broker we can introduce you to a selected group of lenders (see below) who may be able to help you finance your purchase. We can introduce you to a limited number of lenders and their finance products, we act as their agent for this introduction. We are not an independent financial advisor; we will provide details of products available.

- RCI Financial Services Limited - Evolution Funding Limited - Black Horse Limited - Santander Consumer (UK) plc
- Suzuki Financial Services Limited - Hyundai Capital UK Limited - Stellantis Financial Services UK Limited – ALD Automotive Ltd

Unless we consider it to be inappropriate given your personal circumstances, our approach is to introduce you first to the lender associated with the vehicle manufacturer who are usually able to offer the best available package for you, taking into account interest rates, residual valuations (where applicable) and other contributions. If they are unable to make you an offer of finance, we then seek to introduce you to other lenders on our panel. The lender we introduce you to and available rates will depend upon a number of factors including: the vehicle, your personal circumstances and the likelihood of a lender to accept an application based on information provided.

Lenders may pay a commission to us for introducing you to them, calculated by reference to the vehicle model or amount you borrow. Different lenders may pay different commissions for such introductions; some lenders may also provide preferential rates to us for the funding of our vehicle stock and also provide financial support for our training and marketing. But any such amounts they and other lenders pay us will not affect the amounts you pay under your finance agreement, all of which are set by the lender concerned.

We do not charge you a fee for our services. Whichever lender we introduce you to, we will typically receive commission from them based on either a fixed fee or a fixed percentage of the amount you borrow.

All finance applications are subject to status, terms and conditions apply, UK residents only, 18s or over, Guarantees may be required.

Insurance

County Garage (Barnstable) Limited Alloy Wheel Insurance, Combined GAP, Lease/ Contract Hire GAP, Regulated MBI Warranty, SMART Cosmetic, SMART Cosmetic and Alloy, Tyre Insurance and Vehicle Replacement Insurance, Complimentary Insurance and act on behalf of a limited panel of insurance providers (see below).

- Car Care Plan - GardX Assure Web-Service - Verex Insurance Services Limited - Autoprotect

We do not charge fees for arranging insurance, we may however receive an economic benefit or retain a part of any premium by way of remuneration. Our sales agents may also be remunerated on the sale of individual products. Fees may be applied by insurers for such things as mid-term adjustments and cancellations. Please check the individual policy information for full details.

We hold any insurance money (premiums, refunds or claims money) as the agent of the insurer under a risk transfer agreement.

Basis of our Service

Finance / Insurance

We have taken steps to ensure that if, in the course of advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

Your Protection

We always aim to provide a first class service, however if you have any cause for complaint any enquiry can be raised by either email, in writing or by telephoning ITC Compliance Limited, 3 Monarch Court The Brooms, Emersons Green, Bristol, BS167FH, complaints@itccompliance.co.uk, 0845 177 22 66 or 0117 4403700. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E149SR. Telephone 0800 023 4567 or 0300 123 9123. Web address www.financial-ombudsman.org.uk. You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from FSCS. Details of ITC Compliance Limited's authorisation can be confirmed by contacting the FCA on 0800 111 6768 or by visiting the FCA's website <http://www.fca.org.uk/register>

As an organisation we are committed to treating our customers fairly, before, during and after a sale.

Before the sale you can expect:

- To have any significant and unusual exclusions or exceptions to the policy brought to your attention.
- A clear statement of price, including where applicable a breakdown of any interest charges.
- Details of your cancellation rights and our complaints procedure.
- Copies of your policy documentation or information as to when these documents will be dispatched.

After the sale you can expect:

- Not to encounter any barriers to cancelling your policy within regulatory agreed time frames.
- To have any complaint dealt with in a timely and professional manner.

If at any time you feel you have not been treated fairly by any member of our staff, please contact us at the address or telephone number above.

Under distance marketing rules you have a 14-day period in which to cancel the purchase (cooling off period) of the vehicle. If you are obtaining the vehicle on finance this cooling off period does not apply. Full detail will be provided by the finance company within their pre-contractual information.

Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing finance and insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. A list of these third parties can be found below. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

Finance Partners

- RCI Financial Services Limited - Evolution Funding Limited - Black Horse Limited - Santander Consumer (UK) plc
- Suzuki Financial Services Limited - Hyundai Capital UK Limited – Stellantis Financial Services UK Limited -ALD Automotive Ltd

Insurance Partners

- Car Care Plan - Verex Insurance Services Limited - GardX Assure Web-Service

Your information will be retained for a period of up to twelve years. During this time, you have the right to obtain details of the information held and how it has been processed.

If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact the Data Protection Officer at County Garage (Barnstaple) Limited t/a County Renault, County Dacia, County Budget Cars, County Premium SUV, CONEY AVENUE, HOLLOWTREE ROAD, WHIDDON VALLEY INDUSTRIAL ESTATE, BARNSTAPLE, Devon, EX328QJ; telephone 01271 349500. If we are unable to resolve your concerns, then you have the right to refer the matter to the Information Commissioner's Office. Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website (www.ico.org.uk/for-the-public/).