

Disclosure Document

Thank you for considering **Mike Ince Car Sales** for your vehicle purchase. We are a registered firm with the Financial Conduct Authority (FCA) and are committed to providing you with the highest standards of service. The FCA is the independent watchdog that regulates financial services in the UK. Our registration number is **825014** and you can check our status on the FCA's website: www.fca.org.uk. Limited Company Number: 11511261

Our Services:

We are a vehicle sales dealership that provides you with the following services:

- Vehicle sales
- Vehicle finance: Hire Purchase (HP)

The option we offer is Hire Purchase. With Hire Purchase, you may pay an initial deposit followed by monthly payments to spread the cost of the vehicle over an agreed period. Once you have made all the payments, you own the vehicle outright.

Pros of Hire Purchase:

- Low initial deposit
- Fixed monthly payments making budgeting easier
- You own the vehicle at the end of the agreement
- Flexible payment terms available.

Cons of Hire Purchase:

- You do not own the vehicle until all payments have been made
- If you miss payments, the vehicle potentially could be repossessed
- Higher overall cost (interest) than buying the vehicle outright.

Our Fees and Charges:

We do not charge you a fee for our services. Whichever lender we introduce you to, we will typically receive commission from them (either a fixed fee or a fixed percentage of the amount you borrow). The amount of commission that we receive from a lender does not have an effect on the amount that you pay to that lender under your credit agreement.

Finance Lenders:

We work with several reputable finance lenders to provide you with a range of finance options. These lenders include:

Motonovo, Close Brothers, Blue Motor Finance, Midland and First Response and their privacy policies can be found on their websites.

Suitability:

Have you ensured that you can comfortably manage the monthly repayments without facing any financial difficulties? Did the salesperson explain the agreement to you, answer your questions, and inform you about your consumer rights? If you need further assistance, consider seeking independent financial advice from family, friends, or an advocacy service.

Complaints:

We are committed to providing you with the highest standards of service and product available. Please see our complaints procedure below.

Complaints Procedure

We take all complaints seriously and aim to resolve them as quickly as possible. Upon receipt of a complaint, we will acknowledge it within 3 business days by phone, email, or in writing. We will then carry out a thorough investigation of the complaint, considering all relevant information and evidence. We will keep the customer informed of progress and aim to provide a final written response within eight weeks of receiving the complaint. We will provide a clear and concise oral or written response to the customer, explaining our findings and any actions we intend to take to resolve the complaint. If the customer is not satisfied with our response, they may escalate the complaint to a senior member of staff. If the customer is still not satisfied with our response, they may be entitled to refer the matter to the Financial Ombudsman Service (FOS). We will keep records of all complaints received and the steps taken to resolve them. By signing the Hire Purchase agreement, the customer confirms that they have received a copy of this complaints procedure and agree to be bound by it.

Confirmation:

I confirm that I have read and understood the Disclosure Document provided by Mike Ince Car Sales and the information provided by the finance lenders mentioned above. I am happy to proceed with the finance and recommenda

Name: _____

Signature: _____

Date: _____,

Name: _____

Signature: _____

Date: _____,

tions provided.

