

Rockcliffe Cars Limited

VERY IMPORTANT PLEASE READ Initial Disclosure Document

Dear Customer, please read the following document in addition to your pre-contract information, You should consider the information given in all documents before signing your finance agreement. Financing your purchase

Frequently Asked Questions

Who Are We Rockcliffe Cars Limited– Our registered address is Appleyard Buildings Master Road Stockton on tees TS170BE **What can we do to help finance your purchase?**

We are authorised and regulated by the Financial Conduct Authority for credit brokerage. Our FCA number is 957398– Rockcliffe Cars Limited is a credit broker, not a lender. We can introduce you to a limited group of carefully selected credit providers who may be able to offer you finance for your purchase. Each credit provider may have different interest rates and charges. We do not charge you a fee for our services.

Rates will be either fixed based on the lender or based on your credit score. Credit score-based rates are pre-set but are also linked to your individual credit rating. Typically, the higher your credit score, the lower the APR you will receive from a credit provider. Fixed rates are determined by our contractual agreements, and we cannot change this rate. We are only able to offer a range of finance products from these providers, which may be suitable for you, and we will explain the key features of these products to you. We will receive payment from the credit provider for introducing you to them. The amount of commission received could vary by credit provider, which may be a higher amount in relation to certain products compared with other products available. The credit providers we work with will pay commission at different rates. However, the amount of commission that we receive does not have an effect on the amount that you pay to the lender under your credit agreement.

Can we give you independent financial advice?

We are NOT independent financial advisors and are unable to give you independent financial advice. We will provide details of the products available from the credit providers that we work with, but no advice or recommendation will be made. You must decide whether the finance product is right for you

Using your personal data Please read our Privacy Notice as your personal data you provide is being processed by the funders, we use for finance What can you do if you wish to complain about our services?

If you wish to make a complaint, please contact us in the first instance by writing to us at Customer Services Department at Appleyard Buildings Master Road Stockton on tees TS170BE Or by telephone on 01642044818

You have the right to refer any unresolved complaint to the Financial Ombudsman Service, on 01913841600 south Quay Plaza, 183 Marsh Wall, London, E14 9SR. Web: www.financial-ombudsman.org.uk Telephone: 020 7964 1000 Fax: 020 7964 1001 Email: complaint.info@financial-ombudsman.org.uk