



# Initial Disclosure Document



The Financial Conduct Authority (FCA) is the independent regulator of financial services. The FCA require us to provide you with this document, it provides information about us, who regulates us, the products we offer, the services we will provide, what we charge for our services, and what to do if you have a complaint. Use this Information to decide if our services are right for you.

**Who regulates us?** Josh Venn Motors Limited – T/A Venn's Motor Company, Wellington New Road, Taunton, TA1 5LU is authorised and regulated by the Financial Conduct Authority (our registration number as a credit broker is 813349 and we are included on the Financial Services Register.)

**The products we offer:** We are an FCA-regulated credit broker not a lender, we can introduce you to a selected group of lenders (a list is available on request) who may be able to help you finance your purchase. This group of lenders provides us with a range of products which may be suitable, key features of those products will be explained to you. We do not charge fees for our Consumer Credit services. Different funders/brokers may pay us different amounts which is typically based on a fixed percentage of the amount borrowed or fixed fee. The 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 to secure finance for you at the lowest interest rate available from our panel of lenders.

**The service we offer:** In assessing your individual circumstances and needs we may seek information about your personal circumstances and objectives as this might be relevant to enable us to identify your requirements. It is important that you provide us with accurate and relevant information. We offer a non-advised service, meaning we cannot give you advice or a recommendation on products. You will need to make your own choice about how to proceed. You will receive the pre-contract credit information which will detail the Terms & Conditions of the product you have chosen and advise you about any other fees and interest relating to the product.

**Consumer duty:** Josh Venn Motors Ltd are committed to treating customers fairly. We are dedicated to acting in our customer's best interests, providing fair and transparent services. Providing car finance options that meet your individual circumstances and providing continued and ongoing support. We aim to support those who may be particularly vulnerable due to their current circumstances or recent life events. If you have a disability, physical or mental health condition, feel vulnerable due to a change in personal circumstances, or just need extra support please let us know and we will do our best to help you. If you wish, please ask for more information on how we treat customers fairly and support vulnerable customers.

**Affordability:** It is important that you only enter into an agreement if you can comfortably afford the repayments. You should assess the monthly payments you are required to make throughout the term of the agreement and ensure you can meet these and other current obligations without suffering undue hardship. If you are aware of any changes in your life or your household circumstances, that may affect your ability to maintain your loan repayments, please make us aware. Your credit rating could be adversely affected if you do not make payments when due which could make it harder or more expensive for you to access finance facilities in the future.

**Complaints:** We always aim to provide a high-quality level of service, however if you have any cause for complaint any enquiry can be raised by contacting us using the details below:

Post: Venn's Motor Company, Wellington New Road, Taunton, TA15LU  
Phone: 01823 339223  
Email: sales@vennsmotorcompany.co.uk

We will promptly acknowledge your complaint in writing, investigate your complaint and endeavour to send you a final response within 8 weeks of receipt of the complaint. If we are unable to provide you with a final response within this time, we will send you an update. 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: Financial Ombudsman Service, Exchange Tower, London, E14 9SR. 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 relating to the finance agreement 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 finance agreement 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 finance agreement within regulatory agreed timeframes.
- 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 by either sending a letter to Josh Venn Motors Limited – Venn's Motor Company, Wellington New Road, Taunton, TA1 5LU or calling us by telephone on 01823 339 223.

## **Confidentiality and Data Protection**

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

