**Vehicle finance: Important information about us**

**About our services and costs**

**Who are we?**

We are West Midland Vehicles Ltd registered in the UK under company number 1605927. Our registered office is Westmid House, Stourbridge Road, Halesowen, West Midlands, B63 3TT. We provide both regulated and unregulated fleet, contract hire and leasing solutions to businesses and private customers.

**Whose vehicle finance products do we offer?**

We operate as a credit brokerage therefore we have a selection of finance company partners who offer vehicle finance products.

**Our main selected panel of lenders**

|  |  |  |
| --- | --- | --- |
| **Lender:** | **Address** | **FCA No:** |
| ALD Automotive Ltd | Oakwood Drive, Emersons Green, Bristol BS16 7LB | 308101 |
| Volkswagen Financial Services Ltd | Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR | 311988 |
| Novuna Vehicle Solutions Ltd | Kiln house, 54a Kiln Road, Newbury, Berkshire, RG14 2NU | 488110 |
| Lex Autolease Ltd | Blake House, 2 Hatchford Way, Birmingham B26 3RZ | 414465 |
| Leaseplan (Ayvens) UK Ltd | 240 Bath Road, Slough SL1 4DX | 312683 |
| Alphabet (GB) Ltd | Alphabet House, Summit Avenue, Farnborough, Hampshire GU140FB | 706426 |
|  |  |  |

**Which service will we provide you with?**

Our team of dedicated vehicle finance specialists are trained to guide you through the process and to help you make an informed decision. Our team will not offer any advice or recommendation, so this means you are responsible for choosing the right vehicle and vehicle finance product to meet your needs. We will assist in this process by conducting a short questionnaire to understand your requirements in the form of a decision tree / fact find. We will also point out important pieces of information throughout the process so please read these as they are made available.

You can request a formal quotation for any vehicle available in the UK.

**What are the alternative finance options available to you?**

There are several ways to finance a new vehicle, and our specialists can guide you through your options. We specialise in vehicle leasing or Contract Hire and this is suitable for a person or business who want to pay a fixed rental for the usage of a new vehicle. You will be able to tailor the contract to suit your requirements i.e. mileage / term / profile.

**How are we paid? Commission Disclosure.**

We will receive a commission payment from the lender (or hire provider) if you decide to enter into an agreement with them. The nature of this commission depends on the selected lender. We will either receive a fixed fee commission per lease agreement entered into, or we will receive a commission that has been offered by the lender and this is available upon request.

**Who regulates us?**

West Midland Vehicles Ltd is authorised and regulated by the Financial Conduct Authority for consumer credit broking and consumer hire agreements, our ‘Firm Reference Number’ is 677048. In all cases we act as a credit broker.

**The Financial Conduct Authority – more details:**

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

We are members of the BVRLA (British Vehicle Rental & Leasing Agency) and subscribe to their code of conduct.

**Other Finance Facilities**

You may be able to obtain funding for your vehicle from other providers, and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online.

**What to do if you have a complaint**

If you wish to register a complaint you can do this by letter, email or phone. Our complaints process is available on request and can be found on our website. Please contact West Midland Vehicles Ltd in writing to our registered office address: Westmid House 5 Stourbridge Road, Halesowen B63 3TT and we will be happy to respond. Alternatively, you can contact us at info@westmid.co.uk or call us on 01215501500.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service by either email, post, telephone or online. Their contact details are:

Tel: 0800 023 4567 Website: <https://help.financial-ombudsman.org.uk>

complaint.info@financial-ombudsman.org.uk

Financial Ombudsman Service,

Exchange Tower

Harbour Exchange

London E14 9SR

In addition to your rights to refer to the financial ombudsman service as members of the BVRLA you may also escalate your complaint to the BVRLA conciliation process. This can be done via the BVRLA website <https://www.bvrla.co.uk/consumer-advice/making-a-complaint-adr/complaint-eligibility.html>

**Confidentiality and Data Protection**

Throughout the process of administering services for you, we will need to collect personal information from you and pass this information to one or more third party organisation in order for them to supply any services you request. This may include passing this information to one or more potential lenders or credit brokers to enable them to make a credit decision. These lenders may use your information to conduct an affordability and credit worthiness assessment and will do so using the consent given by you.

In cases where your initial application may be refused by the most suitable lender, your application may be referred to other lenders or credit brokers who may also share information with credit reference agencies in order to assess your application for finance.

Those lenders or credit brokers will not use your personal information to provide you with promotional or marketing material, unless you opt-in to receive this material directly from them.

For details on how we and others will use your information, please see our data protection policy or contact us by post at our address above. Alternatively, our privacy policy can be found on our website at:

<https://www.westmid.co.uk/assets/data_docs/WMV-Security-and-Privacy-Policy.pdf>

**Sharing information**

Information relating to this order / application may be disclosed to:

Anyone who has good reason to know in connection with this vehicle finance application. This may include any joint applicant, any person consenting to the credit search, the signatory of the company (if this is a business application), the selected finance company, the selected supplying dealership or any third party who we must give the information to.

**Credit reference agencies**

The finance company may obtain information about you from credit reference agencies and also their group records to check your credit status and identity. The agencies will record the enquiries, and this may affect your ability to obtain credit elsewhere in the near future. The finance company may use credit scoring to assess your credit application.

When you have provided your finance application it will be assessed using credit reference agency records relating to anyone with whom you have a joint account or similar financial association. If this is a joint application and such a link does not already exist, then one may be created during this application.

**Fraud prevention agencies**

In order to prevent and detect fraud, the information provided in this application will be shared with fraud prevention agencies. If false or inaccurate information is provided and fraud is identified or suspected details will be recorded with these agencies to prevent fraud and money laundering.