



## Initial Disclosure Document

### Who are we?

Stephen Mawhinney Motors

Our registered office address is: Stephen Mawhinney Motors, 143 Mill Rd, Ballyclare BT39 9DZ

### Are we authorised to arrange finance for you?

Yes, we are authorised and regulated for credit-broking activities by the Financial Conduct Authority ("FCA"). We are not a lender. Our FCA Firm Reference Number is 659482. For more information, please visit the FCA website at: <https://register.fca.org.uk/>. Please note that business customers may not be protected under the Consumer Credit Act 1974 or FCA rules.

### What can we do to help finance your vehicle?

We can introduce you (whether direct or through a specialist credit broker) to a number of finance companies ("funders") who may be able to finance your transaction. There are other funders to which we cannot introduce you which may also be able to offer you finance.

We may provide you with information and explanations about the finance products that may be available to you and, where we recommend a product to you, we will ensure that this is based on the information you give us about your needs and circumstances so that it is suitable for you, though you are not obliged to take our advice or recommendation. You must decide whether the finance product is right for you. Finance is arranged subject to status and terms and conditions. We cannot guarantee that we will be able to secure finance for you.

### Can we give you independent financial advice?

We are not independent financial advisers and so are unable to provide you with independent financial advice.

### Do you have to pay for our service or do we receive any commission?

You don't have to pay us for our service. Whichever funder we introduce you to, we will typically receive commission from them and this is typically based on a fixed percentage of the amount borrowed. For your reassurance, all of the funders we work with could pay commission at different rates, but the commission we receive does not influence the interest rate you will pay. Our aim is to secure finance for you at the lowest interest rate you are eligible for from our panel of lenders. If you ask us what the amount of commission is, we will tell you in good time before the Finance agreement is executed.

## **Using your personal data**

We will use your information to obtain quotes from funders and brokers to process finance applications through them and we and/or they may also conduct a search of your record held with one or more credit reference agencies. Credit checks may as a result appear on your credit file lodged by organisations with whom you have not dealt directly. The personal information collected will also be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected you could be refused certain services, finance or employment.

Further details of how your information will be used by us, funders and these fraud prevention agencies, and your data rights can be found under our privacy notice on our website <https://www.stephenmawhinneymotors.co.uk>.

## **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;

Stephen Mawhinney Motors, 143 Mill Road, Ballyclare, Co.Antrim, BT399DZ;

By Telephone on 02893323999;

Or Email: [s.mawhinney@btconnect.com](mailto:s.mawhinney@btconnect.com)

We will answer any complaints as quickly as possible but always within eight weeks. If we cannot resolve your complaint within 8 weeks, you may be able to refer your dispute to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0300 123 9123 or you can visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).