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a trading style of Auto Union Finance Plc

Initial Disclosure Document

The purpose of this document is to set out the basis of the agreement under which we conduct our business and offer our services to you. Please keep a copy of this document with your other important papers.

We are;

Auto Union Finance Plc

Auto Union House

8 Eagle Park Drive

Warrington

Cheshire

WA2 8JA (Head office & Registered office address) (registered in England under company number 4975821)

Who regulates us?

Auto Union Finance Plc is authorised and regulated by the Financial Conduct Authority. Auto Union Finance Plc is a credit broker, not a lender. The Financial Conduct Authority (FCA) is the independent regulator of financial services and consumer credit firms. Our Financial Conduct Authority authorisation number is 669609. Use this information to decide if our services are right for you. You will not receive advice or a recommendation from us for finance products. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Complaints

If you would like to know how we handle complaints, please ask for a copy of our complaints handling process or view it on our website w: www.autounionfinance.co.uk. We always aim to provide the best possible service to our customers, however if you have any cause for complaint, this can be raised by email, in writing or by telephoning the Directors (Auto Union Finance Plc, Auto Union House, 8 Eagle Park Drive Warrington, Cheshire, WA2 8JA)
t: 08448111023
e: qualitystandards@auf.co.uk.

Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your complaint. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9S4. Alternatively, telephone 08000234567.

Your Finance Options

As an authorised credit broker Auto Union Finance Plc can introduce you to a selected group of lenders who may be able to help you finance your chosen goods. This group of lenders are some of the UK's most prominent and trusted finance providers and provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you. We will receive payment from the finance company for introducing you to them. It is not a requirement of the sale to finance a vehicle purchase through the finance companies to which you are introduced. Auto Union Finance Plc's introduction to a finance company or product does not amount to independent financial advice. If at any point you do not wish us to continue to find a suitable lender for your needs, please contact us. We arrange a suitable finance option for you in accordance with the information you provide to us, other finance options are available. You may be able to obtain finance for your purchase from other lenders and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online. If you require further clarification, please contact us and we will be happy to help.

Treating Customers Fairly

Our business is committed to treating our customers fairly and ensuring our products and services are suitable for their needs. Treating Customers Fairly (TCF) is a core part of our culture and philosophy and you can review our commitment to it by asking for a copy of our TCF policy statement.

Confidentiality and Data Protection

Auto Union Finance Plc, together with our finance partners will store your information. We may share this information with our group companies. Your information will only be disclosed to third parties in the normal course of arranging and administering any finance contract(s).

We or they may contact you by post, telephone or email to let you know of products, services and special offers that may be of interest to you or we may ask you to participate in one of our customer satisfaction surveys. You have the right to ask for a copy of your information held by us in our records in return for payment of an administration fee. You also have the right to require us to correct any inaccuracies or errors in your information. If you have previously provided your consent for the processing of your personal data, but later change your mind, please contact us using the contact details above.

Credit Searches

If you proceed to use our services, you authorise us and our lender(s) to make all enquiries necessary to verify information to enable them to consider your application. The lender will make an enquiry with Credit Reference Agencies to verify the information that you provide. It is important that you give us accurate information. The lender will check your details with fraud prevention agencies and if false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. Other organisations may also access and use this information to prevent fraud and money laundering.

Registered in England Company No. 4975821 VAT Registration No. 732 5795 15

Registered Office: Auto Union House | 8 Eagle Park Drive | Warrington | WA28JA

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