

## 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. We are required to provide this document, use this information to decide if our services are right for you.

## 2. Whose products do we offer?

We may introduce you to selected products from a limited number of finance providers, manufacturers or Motor Dealer Groups including. If you would like a list of providers we work with, please contact us at the address in section 6.

## 3. What service will we provide you with?

We will provide illustrations or quotations only; you may receive advice from the organisations we introduce you to. Credit reference searches may under some circumstances be conducted by lenders in order to establish your credit worthiness, this will require your consent.

## 4. What will you have to pay us for this service?

There is no fee for this service. If you receive a quotation from us, it will tell you about any other fees relating to any particular agreement. We may receive a payment or other benefit from the finance provider or Motor Dealer we introduce you to.

## 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: The Compliance Manager, Auto Network (GB) Limited, Unity Building, 20 Chapel Street, Liverpool, Merseyside, L3 9AG By phone: 01512219889

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS)

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Non-compulsory general insurance products are covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS. You can telephone the FSCS on: 020 7741 4100 or write to them at: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.