

Initial Disclosure Document

The Financial Conduct Authority is the independent watchdog that regulates financial services. It requires us to give you this document to help you decide if our services are right for you. Our duty to you as a consumer is to provide you with adequate information and support to enable you to understand the benefits and risks connected with the products you have been offered. If you are in need of additional support then please notify us in order that we can take account of your circumstances.

Swansway Motor Group (a trading name of Swansway Garages Ltd, whose registered address is Swansway Motor Group, Gateway, Crewe, Cheshire CW1 6YY) is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register Number is 304920. You can check the Financial Services Register by visiting the FCA's website at www.fca.org.uk or the FCA contact centre on 0300 500 8082.

Our permitted business is the supply of insurance and finance products connected with the purchase of your motor vehicle. In supplying the products to you we aim to deliver you a good outcome and to support you to pursue your financial objectives.

About our Charges

We charge you a processing fee of £250 + VAT processing fee for our services.

About our Insurance Services

We are an insurance intermediary and will only offer products from a limited number of insurers. All the products we offer are optional.

We will advise and make a recommendation for you once we have assessed your needs for the insurance policies we have available. We act as an agent of the insurer and hold any insurance money under a risk transfer agreement.

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the insurer which is a percentage of the total annual premium.

About our Finance Services

We are a credit broker and not a lender. We can introduce you to a limited number of lenders and their finance products which may have different interest rates and charges. We are not an independent financial advisor. We may advise you on the products, subject to your personal circumstances, though you are not obliged to take our advice or recommendation. All the products we offer are optional.

The Financial Conduct Authority expects any intermediary to disclose to the customer that a commission may be payable by the owner or creditor to the intermediary, and, if the customer asks, the amount of that commission. The Financial Conduct Authority has made it clear that "commission" means any financial consideration.

Whichever lender we introduce you to, we will typically receive commission from them. The commission we receive may be pre-set but can vary and may influence the amount payable by the customer. If we have received a commission in this regard you are entitled to request the amount.

Customer Care, Dispute Resolution and Complaints

We work hard to ensure that the finance and insurance services we offer are fair and that our communication to our customers is clear and not misleading.

However, if you are unhappy with either service please contact:

FCA Compliance Manager, Swansway Motor Group, Gateway, CREWE, CW1 6YY

Telephone: 01270 848980

Email: compliance@swanswaygarages.com

We will answer any complaints as quickly as possible but always within eight weeks.

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

The Financial Services Compensation Scheme (FSCS) – applicable to insurance services only.

We are covered by the FSCS. This means that you may be entitled to compensation from the Scheme if we are unable to meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.