

## 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.

**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.

Our permitted business is the supply of insurance and finance products connected with the purchase of your motor vehicle. You can check this on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the contact centre on 0300 500 8082.

### About our Charges

We charge you a processing fee of £125 + 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.

The products we offer are :-

Retail Price Protection Insurance – Insured By Acasta European Insurance Company Limited.  
Contract Hire GAP Insurance - Insured By Acasta European Insurance Company Limited.

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.

We do not charge you a fee for our services. Whichever lender we introduce you to, we will typically receive commission from them as a fixed percentage of the amount you borrow. If we have received a commission in this regard you are entitled to request the amount.

The lenders we work with could pay commission at different rates. However, the amount of commission that we may receive from a lender does not have an effect on the amount that you pay to that lender under your credit agreement.

### 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](mailto: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.