

## Information about Our Finance and Insurance Services

### Initial Disclosure Document (IDD)

Use this information to decide if our services are right for you. Please take the time to read this important document as it explains our regulated status, the financial services you are being offered and how you may pay for them.

#### 1) Who Regulates us?

The Financial Conduct Authority (FCA) is the independent regulator of the Financial Services market throughout the United Kingdom. Further information about its role can be found at <https://www.fca.org.uk/>

A list of all of our dealerships by trading name can be located at <https://www.group1auto.co.uk/locations>. Each dealership is a trading location for one of the firms below, owned by Group 1 Automotive UK limited and which together form 'Group 1 Automotive':

Barons Autostar Limited	Barons Automotive Limited	Spire Automotive Limited
Hodgson Automotive Limited	Robinsons Autoservices Limited	Beadles Medway Limited
Beadles Coulsdon Limited	Beadles Maidstone Limited	Beadles Sidcup limited
Beadles Dartford Limited	Think One Limited	Autodevotion Limited
Fairfield Garage (Leigh-on-Sea) Limited		

All our group entities listed above, act as an Appointed Representative of Barons Autostar Limited, company registration number 00827286, which is authorised and regulated by the Financial Conduct Authority for the purpose of Consumer Credit activities (FCA reference number 685296). They also act as an Appointed Representative of Group 1 Automotive UK Limited, company registration number 06099813, which is authorised and regulated by the Financial Conduct Authority for the purpose of insurance distribution activities (FCA firm reference number 671390).

Our business is permitted to arrange finance contracts and is also permitted to provide information and arrange the sale of general insurance products. You can check our authority on the FCA Register by visiting the <https://register.fca.org.uk/s/> or by contacting the Financial Conduct Authority directly on 0300 500 8082.

#### 2) What Products and Services do we provide?

##### Agency:

We act as direct agents for **new vehicle** purchases on behalf of certain automotive groups such as Mercedes Benz UK and their respective finance companies. Where a customer wishes to finance a **new vehicle** under agency terms, the agreement shall be an offer by Group 1 Automotive to sell the goods as an agent solely. A complete list of our agency agreements is available upon request and details of our duty as a direct agent are set out within the sales documentation pack. In regard to new vehicles outside of an agency agreement and all used vehicle purchases the following applies:-

##### Finance Products:

We are a Credit Broker not a Lender. As a credit broker we can introduce you to a limited number of lenders (a complete list is available on request) who may be able to help you finance your purchase. This group of lenders 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 so that you may choose which is right for you.

**We are not Independent Financial Advisers and so are unable to provide you with independent financial advice. We act in our own interests in respect to arranging finance. There are also other sources of finance which you may wish to investigate and consider for your purchase.**

**There is no fee for this service. We receive a payment, commission or other benefits from finance providers should you decide to enter into a finance agreement with them. This can vary depending on the lender but will be either a fixed fee or a fixed percentage of the amount borrowed. This will be detailed again on your finance documentation. Please ask us if you would like further information on the commission we earn. The amount of commission we receive does not influence the amount you pay under your finance agreement. The lender sets the interest rate, and we are unable to change this during your purchase.**

**Insurance:**

We offer the following insurance products from a sole provider and do not provide whole market analysis:

Insurance Product	Provider
SMART Insurance	Red Sands Insurance Company (Europe) Limited
Tyre Cover	Red Sands Insurance Company (Europe) Limited
Alloy Wheel Insurance with Contribution	Red Sands Insurance Company (Europe) Limited

We do not provide recommendation, but we will ask you relevant questions to assess your needs for the protection products listed above and identify those which are suitable for you, in order for you to make an informed decision on purchase.

You will receive a quotation which will tell you about the costs of each of the products and any other fees relating to any insurance policy. Please note that we receive a commission from the product provider which is a proportion of the premium paid if you decide to enter into a contract with them.

**The purchase of these insurance products is entirely optional.**

**3) Who should you contact if you have a Complaint?**

We always aim to ensure that all our customers are happy with the services we provide and their product purchase. If however you have any cause to make a complaint, please use the following to contact us:

**In writing:** Customer Service, First Point, St. Leonards Road, Allington, Maidstone, Kent, ME16 0LS, United Kingdom

**By email:** [customerservice@group1auto.co.uk](mailto:customerservice@group1auto.co.uk)

**Our complaint process can be found here:** <https://www.group1auto.co.uk/customer-service>

If in the unlikely event that we are unable to settle your complaint, you may be entitled to refer the matter to the Financial Ombudsman Service. Further information about the services that they provide can be found at <https://www.financial-ombudsman.org.uk/>.

**4) Are we covered by The Financial Service Compensation Scheme (FSCS)?**

We are covered by The Financial Service Compensation Scheme. 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. **Please note, the FSCS only covers General Insurance Distribution, not Consumer Credit.**

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available directly from the FSCS at <https://www.fscs.org.uk/>.

**5) How do we hold your Data?**

Your personal data is collected and held in accordance with the General Data Protection Regulation 2018, UK General Data Protection Regulation (GDPR) and all other data protection acts.

Some or all of your data that you supply us with in connection with your finance or insurance proposal will be passed to finance companies, insurers and other companies in order to operate your contract (for example underwriting, premium collection, claims handling).

For further information please read our full Privacy Policy at <https://www.group1auto.co.uk/privacy-policy> or for further data protection guidance please refer to <https://ico.org.uk/>.