

Independent Dispute resolution

If you remain dissatisfied once you have received our final response to your complaint, you may wish to refer your complaint to the following dispute resolution providers (known as ADR's).

Non-financial services related:

If a complaint arises that cannot be resolved between us within a reasonable timescale, you may refer your dispute to the Motor Ombudsman.

<https://www.themotorombudsman.org/>

The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN, United Kingdom

Financial Services related:

If we cannot resolve your complaint within 8 weeks, or you are dissatisfied with the outcome, you may refer your dispute to the Financial Ombudsman Service.

www.financialombudsman.org.uk,

Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Discretionary commission arrangement related;

There has been a pause to the eight week response time, whilst the FCA complete an investigation into the arrangements. This pause is for 37 weeks from 11 January 2024. You can find out more information on the pause here: <https://www.fca.org.uk/carfinanc>