



## **1 The Financial Conduct Authority (FCA)**

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

## **2 Whose products do we offer?**

We act as a credit broker not as lender, for the introduction to a limited number of finance providers only for finance options like; Hire Purchase (HP), Personal Contract Purchase (PCP), Personal Contract Hire (PCH), Personal Loan (PL). We act as their agent for this introduction and not as your agent. We are not an independent financial advisor; we will provide details of products available. We may advise you on the products, subject to your personal circumstances, though you are not obliged to take our advice or recommendation. You are under no obligation to make use of any financial products arranged purchase by Oakwood (North East) Ltd T/A Oakwood Specialist Cars (or to purchase any insurance product from us). Other providers may offer similar finance or insurance products that may or may not meet your needs.

**All finance is subject to status and income. Applicants must be 18 or over, terms and conditions apply, guarantees and indemnities may be required. We can introduce you to a limited number of lenders to provide funding for your car. We do not charge fees for our consumer credit services. We will receive a payment (s) or other benefits from finance providers should you decide to enter into an agreement with them. The payment we receive may vary between finance providers and product type, but does not affect the finance rate offered (it is based on a fixed fee or fixed percentage of the amount you borrow).**

## **3 Which service will we provide you with?**

We will review suitable finance products for you after we have assessed your needs for; Hire Purchase (HP), Personal Contract Purchase (PCP), Personal Contract Hire (PCH), Personal Loan (PL), Conditional Sale (CS).

**You are not obliged to agree with our recommendations or to make any purchase of a finance or insurance product. You may obtain free, unbiased guidance from the Money Advice Service more details can be found at [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk) or Your Impartial Guide to Car Finance at [www.financingyourcar.org.uk](http://www.financingyourcar.org.uk).**

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

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this. We may receive revenue from the sale of the product, which is based on the margin between the selling price, net of Insurance Premium tax and the cost price to us. You will make no payment to us for the introduction to our panel of lenders; typically we may receive a commission from the lender if you decide to enter into an agreement with them. You may ask us for details of such payments.

### **Commission Arrangements**

**% of Balance Financed Commission Model** The Dealer will be paid a commission for introducing you to the lender. This will be a percentage of the amount that you borrow. This means the more you borrow the more the Dealer is paid. The commission will be the same no matter the interest rate that you pay. The dealer will tell you (in good time before the agreement is made) the amount of any commission they will earn from the lender. **Flat £s Fee Commission Model** The Dealer will be paid a commission for introducing you to the lender. This will be a flat fee amount. This means the commission will be the same no matter how much you borrow or the interest rate that you pay. The dealer will tell you (in good time before the agreement is made) the amount of commission they will earn from the lender.

Oakwood (North East) Ltd  
T/a Oakwood Specialist Cars  
Foxhunters Trading Estate, Whitley Bay NE25 8UG



## **5 Who regulates us?**

Oakwood (North East) Ltd T/A Oakwood Specialist who is authorised and regulated by the Financial Conduct Authority. FCA 659842, FCA's website <https://register.fca.org.uk/> or by contacting the FCA on 0300 500 8082.

## **6 What to do if you have a complaint?**

If you wish to register a complaint, please contact us; In writing Oakwood (North East) Ltd, T/a Oakwood Specialist Cars, Foxhunters Trading Estate, Whitley Bay, NE25 8UG. By phone 01915253445. by e-mail [Sales@oa-cars.co.uk](mailto:Sales@oa-cars.co.uk). If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## **7 The Data Protection Act**

Oakwood (North East) Ltd is also governed by the Data Protection Act (2018). This ensures any information you give us is managed in a secure and confidential manner. This information may be passed to other groups or affiliated members including those company(s) detailed in Section 2 above. Without this information Oakwood (North East) Ltd is unable to process your order or enquiry. Under the Data Protection Act you may apply to have this information restricted or removed at any time by telling Oakwood (North East) Ltd via phone on 01912523445 or in writing to Oakwood (North East) Ltd Foxhunters Trading Estate, Whitley Bay, NE25 8UG.