

15 Aston Court
George Road
Bromsgrove Technology Park
B60 3AL

Phone: 0121 427 9477

www.expressvehiclecontracts.co.uk

sales@expressvehiclecontracts.co.uk

Initial Disclosure Document

1. The Financial Conduct Authority (FCA)

The Financial Conduct Authority (FCA) is the independent regulator of financial services in the UK. This Initial Disclosure Document provides information about the services offered by Express Vehicle Contracts, helping you make an informed decision about whether our services are right for you.

2. About Express Vehicle Contracts

Express Vehicle Contracts is a trading style of National Fleet Services Limited and is authorised and regulated by the FCA. We act as a credit broker, not a lender, working with manufacturers and finance partners and/or lenders to provide suitable finance and purchase agreements for our clients.

As a credit broker, we do not provide impartial or independent financial advice and do not make specific finance recommendations. We have access to a panel of finance partners and/or lenders including Arval, Ayvens, Alphabet, Leasys, Lex Auto Lease, Novuna, Santander, and TCH, as well as manufacturer finance through a carefully selected panel of dealerships. We also work with a specialist panel of Hire Purchase intermediaries.

Our role is to assess these finance partners and providers to find the most suitable finance options for our customers, based on the information you provide.

At Express Vehicle Contracts, we are committed to treating our customers fairly and ensuring that the products and services we provide are suitable for their needs.

Treating Customers Fairly (TCF) is a core part of our culture and philosophy. A copy of our TCF Policy Statement is available on our website and can be requested at any time.

3. The Credit Brokering Services We Provide

As a regulated credit broker, we provide comparable information on any firms that may be suitable for your lending or vehicle purchasing requirements, along with general information about finance products.

To ensure we provide the most appropriate options, we may ask for personal information about your circumstances and objectives. It is important that you provide accurate and relevant

information, so we can help you find the finance product and agreement that is most suitable for your needs.

4. The Finance Products We Offer

We can introduce you to several finance partners and/or lenders for vehicle and asset finance. We only offer products from a carefully selected panel of finance providers and will not refer you to any lender outside this panel without your consent.

Some of the finance partners and/or lenders we introduce may offer additional products or services, such as vehicle maintenance. All products and services we offer are optional, and you are not obliged to take them.

5. Charges for Express Vehicle Contracts' Credit Brokering Services

Administration Fee

We charge an administration fee of £295 + VAT. For regulated customers (Private Individuals, Sole Traders, and Partnerships with fewer than four partners), the fee is £354 including VAT.

This fee covers the work we carry out to:

- Sourcing the vehicle
- Placing the order with the supplier
- Arranging finance with the finance partners and/or lender
- Providing you with regular updates throughout the process
- Coordinating the delivery of your vehicle with the supplier

This fee is due once you have signed the Express Vehicle Contracts vehicle order form and we have formally confirmed your vehicle order with the supplier.

In the event of cancellation, this fee is not refundable.

The fee is payable directly to us and will be invoiced once your vehicle order is confirmed. Payment must be received within seven calendar days.

Express Vehicle Contracts will not arrange delivery of your vehicle if the administration fee remains outstanding which will result in delays.

Commission Disclosure

Express Vehicle Contracts may receive a commission from the finance partner and/or lender once the vehicle has been delivered and your contract is live. This commission may be pre-set or fixed by the finance partner and/or lender and can vary across our panel of funding partners.

The level of commission will affect the amount you pay in your initial and monthly rentals. Where the commission is a fixed amount set by the finance partner and/or lender, this is not something Express Vehicle Contracts can change.

We will disclose the amount of any commission to you before any credit searches are carried out.

In addition to commission, some finance partners and/or lenders may provide us with marketing or promotional funds, and some suppliers may provide additional support. These payments do not affect the amount you pay in your rentals or payments.

6. Who Regulates Us?

Express Vehicle Contracts is a trading style of **National Fleet Services Limited**, Registered Office: 15 Aston Court, George Road, Bromsgrove Technology Park, B60 3AL, and is authorised and regulated by the **Financial Conduct Authority (FCA)**.

- **FCA Financial Services Register Number:** 680691
- **Permitted Business:** Credit broking, acting as an intermediary to a panel of finance partners and/or lenders
- **BVRLA Membership:** British Vehicle Rental and Leasing Association, Membership Number 1463
- **ICO Registration Number:** Z5088418

You can check our details on the **Financial Services Register** at www.fca.org.uk or by contacting the FCA on **0800 111 6768**.

7. What to Do if You Have a Complaint

If you wish to register a complaint, please contact us:

- **Write to:** Express Vehicle Contracts, 15 Aston Court, George Road, Bromsgrove Technology Park, B60 3AL
- **Telephone:** 0121 427 9477
- **Email:** sales@expressvehiclecontracts.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the **Financial Ombudsman Service** or the **BVRLA**. A copy of our complaint's procedure is available on request or on our website: www.expressvehiclecontracts.co.uk

Express Vehicle Contracts is a trading name of National Fleet Services Limited. We are a credit broker and not a lender, we are authorised and regulated by the Financial Conduct Authority. We may receive a commission and/or other benefits. The commission we are paid may vary from funder to funder and from offer to offer. We will refer you to a finance provider from our funding panel for credit approval. Images are for illustration purposes only. This does not constitute an offer. All offers are subject to change at any time; you must be 18 or over and finance is subject to status. Please note all our documents are sent out electronically, and all our calls are recorded for training and security purposes. Any prices quoted are subject to changes in law, regulation, tax, or duty beyond our reasonable control. E&OE. BVRLA Registration Number: 1463 Financial Services Register Number: 680691 | Company Registration Number: 3247145 | ICO Registration Number: Z5088418 VAT Registration Number: 695548379 Registered Office: 15 Aston Court, George Road, Bromsgrove Technology Park, B60 3AL. E&OE

