

Initial Disclosure Document – Humphries & Parks

Who are Humphries and Parks?

We are a Mitsubishi and SsangYong dealership based in West Malling, Kent. Family owned and operated since 1947. We sell over 1,000 new and used vehicles a year with a team of 30 staff members.

What can we do for you?

Humphries and Parks Ltd are authorised and regulated by the Financial Conduct Authority for credit brokerage. Our registration number is 310734. We are a credit broker and not a lender. We can introduce you to a selected panel of lenders, which includes Northridge Finance, Santander Consumer Finance and others. An introduction to a lender does not amount to independent financial advice. Our approach is to introduce you first to Northridge Finance for New SsangYong vehicles and Santander Consumer Finance for used vehicles, who are usually able to offer the best available package for you, taking into account both interest rates and other contributions.

If they are unable to make you an offer of finance, we then seek to introduce you to whichever of the other lenders on our panel is able to make the next best offer of finance for you. Our aim is to secure the best deal you are eligible for from our panel of lenders.

Lenders may pay a fixed commission to us for introducing you to them, calculated by reference to the vehicle model or amount you borrow. Different lenders may pay different commissions for such introductions, and Northridge Finance also provide preferential rates to us for the funding of our vehicle stock and also provide financial support for our training and marketing. But any such amounts they and other lenders pay us will not affect the amounts you pay under your finance agreement, all of which are set by the lender concerned.

If you ask us what the amount of commission is, we will tell you in good time before the Finance agreement is executed.

Humphries & Parks Ltd offer combined GAP, SMART and Alloy Insurance and act on behalf of a limited panel of insurance providers (see below).

Car Care Plan – Santander PLC.

We do not charge fees for arranging insurance, we may however receive an economic benefit or retain a part of any premium by way of remuneration. Our sales agent may also be remunerated on the sale of individual products. Fees may be applied by insurers for such things as mid-term adjustments and cancellations. Please check individual policy information for full details. We hold any insurance money (premium, refunds or claims money) as the agent of the insurer under the risk transfer agreement.

You are under no obligation to make use of any financial product arranged by us, or to purchase any insurance product from us. Other providers may offer similar finance or insurance products which may meet your needs.

Need extra support?

We understand that choosing your new car is a big decision and that a lot of factors will be discussed. If at any stage, during the process you feel that you need extra support while you consider your purchase options, please

do not hesitate to mention this to any of our colleagues. This could include language or access challenges for example. We will do all we can to facilitate your needs so that you can make a decision which is right for you.

What if you have a complaint?

If you are unhappy with our service and you wish to register a complaint, please contact us:

In writing at Humphries & Parks Ltd, London Road, West Malling, Kent. ME195AN.

Tel: 01732 870711 Email: customerservice@humphriesandparks.co.uk

Providing your contact information and details of your complaint. We will acknowledge your complaint within 5 working days & will keep you updated and let you know when we expect to be able to reply in full

If we cannot resolve your complaint within 8 weeks, you may be able to refer your dispute to the **Financial Ombudsman Service**. This service is free to use. Their consumer helpline is available on 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk or by writing to the Financial Ombudsman Service:

South Quay Plaza
183 Marsh Wall
London
E14 9SR