



Initial Disclosure Document

Fleet Solutions Network Limited, registered office 102 Liverpool Road, Cadishead, Manchester, M44 5AN is an independent vehicle finance brokerage, we are not a lender and we are authorised and regulated by the Financial Conduct Authority (FCA).

Our FCA Firm Reference number is 723895. For any information relating to the FCA or for verification of the above information you can contact the FCA either by calling 0800 111 6768 or by visiting their website www.fca.org.uk

Our Services

We are a vehicle finance broker and offer a range of vehicle finance products and services, provided by our panel of lenders from whom we may receive an introductory fee. We are not a funder or a lender.

Data Protection

During the process of obtaining finance for your vehicle we will need to collect personal information from you and this will be passed onto one or more third party lenders to enable them to make a credit decision. We will not disclose your personal details outside of this group of lenders.

Complaints

Our Customers are extremely important to us and whilst we aim to provide a trouble free and excellent level of service, we know that sometimes things go wrong. If you have cause to complain, we take any complaint very seriously and promise to deal with it promptly, effectively and in a positive manner.

A complaint may be made to any member of staff of Fleet Solutions Network Limited who will record the following details on our Customer Complaint Record, and send you a copy of our full complaints procedure:

- Name, Address, Telephone No. and Email Address (if appropriate) of the complainant
- Date of complaint
- Details of the complaint

You may notify us of your complaint by phone, by email or by writing to us: Fleet Solutions Network, International Business Centre, Delta Crescent, Warrington WA5 7WQ, Telephone 0845 468 4800