

Vehicle Finance: Important information about us

Version Control

| | | |
|-----------------------------|------|------------|
| Initial Disclosure Document | V2.2 | 11/01/2021 |
|-----------------------------|------|------------|

About our services and products

Who are we & who regulates us?

Gateway2Lease is a trading style of Marshall Management Services Ltd, we are registered at Carleton House, 266-268 Stratford Road, Solihull, West Midlands, B90 3AD. We are authorised and regulated by the Financial Conduct Authority (FCA) and our registered FCA number is 667174. The FCA is the independent watchdog that regulates financial services. Within this document we will refer to our company as Gateway2Lease.

Permitted Business - Our permitted business under our FCA regulation is credit broking, debt counselling and debt adjusting. It is important to state that we are a credit broker and not a lender.

Trade Body Membership - We are members of the BVRLA (British Vehicle Rental & Leasing Agency) and our registered BVRLA number is 1600.

Whose vehicle leasing products do we offer?

We operate as a credit brokerage therefore we have a selection of finance company partners who offer vehicle finance & fleet management products. If you would like to know more details about the finance companies that we work with then please get in touch with us via the contact section on our website.

What type of service will we provide you with?

We offer a Non-Advised level of service. None of our team are able to provide advice or recommendation.

Our team of dedicated vehicle finance specialists are trained to guide you through the process and to help you make an informed decision. Our team will not offer any advice or recommendation, so this means you are responsible for choosing the right vehicle and vehicle finance product to meet your needs. We will assist in this process by conducting a short questionnaire to understand your requirements in the form of a decision tree / fact find. We will also point out important pieces of information throughout the process so please read these as they are made available.

What types of vehicle finance do we offer?

We offer and specialise in long term hire agreements also known as vehicle leasing.

There are a number of ways to finance a new vehicle in the UK, the right product for you depends on your own unique requirements.

As mentioned above we solely offer vehicle leasing products such as contract hire or finance lease. These types of agreements are suitable for a person or business who want to pay a fixed rental for the usage of a new vehicle over a defined period. Typically, at the end of the lease term the customer will take out another lease contract on a new vehicle. With a vehicle lease, you will be able to tailor the contract to suit your requirements, for example the annual mileage, lease term and payment profile. Please note that we do not

offer conditional sales or purchase contracts such as Personal Contract Purchase (PCP), Hire Purchase (HP) or traditional loans.

How can you make a complaint about our service?

If you wish to register a complaint you can do this by letter, email or phone. Our complaints process can be found on the footer of our website.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service or alternatively you can use the BVRLA conciliation service. Details can be found on our complaints process page which is clearly signposted on the footer of our website.

About our fees & commission

Fees - What do we charge for our services?

If you decide to order with us you will receive a formal quotation that will be accompanied by our information notice. This document will clearly detail any fees that are applicable and payable to us.

Commission Disclosure

As a credit broker it's important for us to point out that we may receive a commission payment from the lender that we make the introduction too. All lenders set their own policies regarding commission arrangements and typically the amount will be capped at a percentage of the tax list price of the vehicle. We may also receive an extra amount based on how much business we introduce and there is often a requirement to achieve certain levels of quality and service. The higher the amount of commission, the more you will pay to hire your vehicle.

If you are a regulated customer (individual, sole trader or small partnership with 2-3 partners) you are within your rights to request a full disclosure of the commission that we earn on your contract. In order to request this simply write to us at our head office address and for the attention of the Compliance Manager and to state that you would like to receive a disclosure of commission.

About your personal data

Your Information

For details on how we and others will use your information, please see our data protection policy that can be found on the footer of our website or write to us at our head office address for the attention of the Data Protection Manager.

Sharing information

As we arrange finance with the lender, your personal information relating to your application will only be disclosed to companies that require the information and have good reason to know in connection with this vehicle finance application. This may include any joint applicant, any person consenting to the credit search, the signatory of the company (if this is a business application), the selected finance company, the selected supplying dealership or any third party who we must give the information to (such as fraud prevention agencies via the finance company).

Credit reference agencies

All applications are subject to status. As part of the application the finance company may obtain information about you from credit reference agencies and also their group records to check your credit status and identity. The agencies will record the enquiry, and, in some cases, this can affect your ability to obtain credit elsewhere in the near future. The finance company may use income verification and credit scoring to assess your credit application. When you have provided your finance application it will be assessed using credit reference agency records relating to anyone with whom you have a joint account or similar financial association. If this is a joint application and such a link does not already exist, then one may be created during this application.

Fraud prevention agencies

In order to prevent and detect fraud, the information provided in this application will be shared with fraud prevention agencies. If false or inaccurate information is provided and fraud is identified, or suspected details will be recorded with these agencies to prevent fraud and money laundering.

Please note that any calls made to our company may be recorded for training & monitoring purposes.