

Alpha Motors (Wigan) Limited T/A Alpha Lease

Key Facts – Personal Contract Hire (Regulated Agreements)

Information Notice – Initial disclosure - Status Disclosure – Cancellation policy - Commission Disclosure – Complaints Policy

This is a summary of the lease agreement you are considering and does not form part of the full terms & conditions of the agreement. It is important that you read the terms & conditions relating to the lease agreement when you receive them.

- Your agreement is a fixed term lease agreement **with / without** maintenance as requested
- Your agreement confirms the agreed annual mileage allowance. If you exceed the agreed mileage when the vehicle is returned, then you will incur an excess mileage charge for each additional mile covered. If the vehicle is returned earlier than required by your agreement, then you will only be entitled to the pro-rata mileage allowance.
- You must look after the leased vehicle in accordance with the lease agreement and ensure it is maintained to the manufacturer's guidelines.
- The leased vehicle comes with a manufacturer's warranty. To avoid invalidating the warranty or incur additional costs the vehicle must be serviced and maintained strictly in accordance with the manufacturer's guidelines. Please contact your nearest manufacturer approved outlet for confirmation or advice on terms and conditions of warranty.
- Road tax is included for the full duration of the lease term at the published rate on the day the contract is signed. Subsequent road tax increases will be separately charged
- You are responsible for ensuring the vehicle is covered by comprehensive motor insurance until it is returned to the leasing company. You should inform your motor insurance company that the vehicle is subject to a lease and that your leasing company is the legal owner.
- The vehicle will not be automatically collected by the leasing company at the end of the lease term. To arrange a suitable collection date and time, you are advised to contact the leasing company at least 7 days before the lease expires. Rental payments must be paid and the vehicle fully insured by you until the vehicle is collected.
- Leased vehicles being returned to the leasing company must be presented in a condition which complies, as a minimum, with BVRLA Fair Wear & Tear guidelines. Failing to do so will result in charges being applied.
- The following are just some examples of the items which must be returned with the vehicle:
 - service history/stamped service booklet
 - all keys/fobs including spares and codes
 - handbooks/manuals
 - locking wheel nuts
 - spare wheel/spacesaver/inflation canister



Initial disclosure document

The Financial Conduct Authority is the independent regulator of financial services. The Financial Conduct Authority require us to provide you with a document called an 'Initial Disclosure Document'. This document provides information about us, the products we offer, the services we will provide, what we charge for our services, who regulates us, what to do if you have a complaint and details about the Financial Services Compensation Scheme.

What services do we provide?

We will provide you with either comparable details of firms most appropriate to your lending or purchase requirements or general information relating to finance products. In assessing your requirements we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your needs. It is important that you provide us with accurate and relevant information. You will not receive advice, or a recommendation from us, but we may ask questions to narrow down the selection of firms offered, from which you can more easily make your own choice if you so wish.

Whose products do we use?

As an Financial Conduct Authority regulated credit broker we can introduce you to a range of lenders who may be able to help you finance your vehicle and provide other products/services.

Do we charge for our services?

We are a commission and fee based organisation which means that we may receive a payment(s) or other benefits from finance providers should you decide to enter into an agreement with us. Fee's may be variable or pre-set dependent on the product and the volume that we place with the chosen supplier.

The Financial Conduct Authority (FCA) expects any intermediary to disclose to the customer that a commission may be payable by the owner or creditor to the intermediary if the customer asks and the amount of that commission. The Financial Conduct Authority has made it clear that commission means any financial consideration. In line with legislation if you would like Alphalease to disclose any potential commission please make your request by mail, email to info@alphalease.co.uk .co or by phone on 01942 231 123

Who regulates us?

Alpha Motors (Wigan) Limited - Alpha Lease is authorised and regulated by the Financial Conduct Authority. Our firms reference number is 653004. You can verify this on the Financial Conduct Authority's Register by visiting the Financial Conduct Authority's website: <http://www.fca.org.uk/register/> or by contacting them on 0300 500 8082.

Other services we offer are not regulated by the Financial Conduct Authority however the Financial Ombudsman Services has now been extended to handle some complaints under the Consumer Credit Act.



Cancelation Policy

In the event of your order being cancelled by us, we will refund any deposit already paid by you in respect of that order.

If you cancel the order prior to delivery, we will require confirmation in writing. If we accept your cancellation we may levy a charge for administrative expenses incurred in processing your order. The charge will be at our sole discretion, but would not normally exceed £300 plus vat (£360 including vat). If a vehicle has been ordered and built or modified to your specification and additional cancellation costs are incurred from the supplying dealer, these costs will be added to the cancellation charge. The above clauses will not apply if you cancel your order by exercising your rights afforded to you under the Consumer Credit Act 1974, the Consumer Protection (Distance Sales) Regulations 2000 or the Financial Services (Distance Marketing) Regulations 2004. (Please be aware that these regulations afford cancellation rights in limited circumstances only and would not normally apply to a business user agreement)

Commission Disclosure for Regulated Clients

The Financial Conduct Authority (FCA)

The FCA expects any intermediary to disclose to the customer that a commission may be payable by the owner or creditor to the intermediary, and if the customer asks the amount of that commission. The FCA has made it clear that "commission" means any financial consideration

In-line with new legislation, if you would like Alpha Motors (Wigan) Limited T/A Alpha Lease to disclose any potential commission please make your request to our office address by email to info@alphalease.co.uk or by telephone: 01942 231 123

Whose products do we offer?

Alpha Motors (Wigan) Limited T/A Alpha Lease offer products and services from a range of Leasing Companies, UK Vehicle Dealerships and Product Providers with whom we have commercial agreements in place. We are a Commission Based Organisation which means that we receive payments for business introductions. We will receive financial remuneration which may be variable or pre-set dependent on the product and the volume that we place with that organisation. The amounts that we receive may vary.

Which service will we provide you with?

You will not receive advice or a recommendation from us for vehicle finance or leasing. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed. We will discuss the advantages and disadvantages of the product types available to you. Eg. Personal Finance would be PCH (Personal Contract Hire) or PCP (Personal Contract Purchase) We are not an IFA (Independent Financial Adviser). We will receive remuneration from a lender we introduce you to.

What will you have to pay us for our services?

For non-regulated customers (limited companies and partnerships with 4 or more partners), the following fees will be payable to Alpha Motors (Wigan) Limited T/A Alpha Lease: £165 + Vat for Contract Hire & Lease purchase products. £165 + Vat will be payable for Finance Lease. Any Purchase style agreements will have option to purchase fees as stated on the quotes. In addition to the fees charged by Alpha Motors (Wigan) Limited T/A Alpha Lease, the lender may also charge their own fees. These include but are not limited to: documentation fees, option to purchase fees, excess mileage charges or administration fees. For regulated customers (private individual, sole traders and partnerships with 3 or less partners) the following fees will be payable to Alpha Motors (Wigan) Limited T/A Alpha Lease: **£198 Inc Vat** for personal contract hire and personal contract purchase. Any purchase style agreements will have 'option to purchase' fees as stated on the quotes. In addition to the fees charged by Alpha Motors (Wigan) Limited T/A Alpha Lease the lender may also charge their own fees. These include but are not limited to: documentation fees, option to purchase fees, excess mileage charges or administration fees.



Complaints Policy

1. Complaints Handling Procedure

It is the aim of Alpha Motors (Wigan) limited T/A Alpha Lease to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

2. If you have a complaint

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time. To help us to investigate and resolve your concerns as quickly as possible, you should in the first instance contact the department with which you have been dealing.

We will try to resolve your complaint immediately; however, sometimes, this may not be possible. In the unlikely event that we are not able to resolve your complaint by the end of the next business day, we will keep you informed of the progress of our investigations and provide our final response in writing providing our findings and the action to then take.

To register a complaint contact us by either:

email sales@alphalease.co.uk

calling us on 01942 231 123

or write to us at Alpha Motors (Wigan) Limited T/A - Alpha Lease. Park Lane Garage, Warrington Road, Goose Green, Wigan, Lancashire, WN3 6XB

If you have a regulated contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response. When we send you our final response, we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet.

If you have any questions in relation to our Complaints Handling Procedure, please contact us in writing at the address on the contact page of our website.

Alpha Motors (Wigan) Limited T/A Alpha lease are a credit broker and not a lender, we are authorised and regulated by the Financial Conduct Authority Registered No: 653004

Registered in England company number 04126776: Data protection number ZA160128: Vat no 3440705080

Registered office: Park lane garage, Warrington Road, Goose Green. Wigan, WN3 6XB