

FINANCE PROCEDURE EXPLAINED

Who we are

Rydon Car Sales is a credit broker, not a lender, authorized and regulated by the FCA for credit related activities, reference number 670177. This can be verified by viewing the financial services at <https://register.fca.org.uk/s/> or contacting the FCA on 0800 111 6768

Our address is:
Rydon Car Sales
Sidmouth Road
Clyst St Mary
Exeter
EX5 1BB

We are independent from all lenders and product providers that we may introduce you to.

What we offer

Vehicle finance

Whilst we cannot finance the purchase of your vehicle ourselves we can introduce you to carefully selected third party lenders with a wide range of competitive products.

A list of all lenders we deal with is available on request.

There are other lenders in the market that we do not deal with and cannot introduce you to.

Finance is subject to status and terms and conditions and we cannot guarantee that you will be approved for finance.

What services we will provide

We will ask you a number of questions in order to select products for your consideration and provide you with details. You will then be able to make your own choice on how to proceed. We are not independent financial advisers and so are unable to provide any advice or recommendations.

We may seek information about your personal circumstances and objectives to enable us to identify your needs. It is important that you provide us with accurate and relevant information.

What do we charge for our services?

No fee is payable by you to Rydon Car Sales for our credit brokering services.

We may be paid commission from the lender for deals that are written. The amount of commission paid to us may vary according to the interest rate charged by the lender, however we cannot change the rate of interest in order to earn more commission from a lender.

If we obtain an offer for finance for you and you would like to know the amount that we would receive in commission if you accept the offer, please contact us on 01392 877336. On request, or before entering into a contract, you will receive Pre-Contract Credit Information for products regulated by the FCA. This will tell you about any other fees relating to any particular product.

Affordability

You should assess the monthly payments that are required throughout the life of any finance agreement, and ensure you are able to meet these obligations in addition to any other obligations you may have without suffering undue hardship. If you are aware of any future events that will affect your ability to meet these payments, you must inform the lender immediately.

Your credit rating may be adversely affected if you do not make payments when due, which could make it harder or more expensive for you to access finance in the future.

How do we use your information?

Through out the process of obtaining finance for your vehicle we will need to collect personal information from you (and potentially family members e.g. partner), and pass this information to one or more third party lenders to enable them to make a credit decision.

We will not disclose any of that information outside of the lenders to whom we have to send it for the purposes of obtaining finance. Those lenders who require the information do so in order to conduct an affordability and credit worthiness assessment and will do so with your consent when you provide the information.

In cases where your initial application may be refused, further searches may be carried out with other lenders who may be willing to accept your application for finance. Neither the lenders nor Rydon Car Sales will use your information to provide promotional or marketing material unless you have specifically consented.

What should you do if you have a complaint?

In the event of a complaint please contact us immediately by either of the following means:

By post: Rydon Car Sales, Sidmouth Road, Clyst St Mary, Exeter, EX5 1BB

By telephone: 01392 877336