



Haydock House
Pleckgate Road
Blackburn
BB1 8QW

Phone 01254 244 147

<https://www.fleethelpline.com/Welcome/>
hello@driverhelpline.co.uk

Initial Disclosure Document

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. Whose products do we offer?

We can only offer products from a limited number of lenders for vehicle finance. Ask us for a list of lenders from whom we can offer finance.

3. Which service will we provide you with?

You will not receive advice or a recommendation from us for vehicle finance. 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 have attached 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 may receive a commission from a lender we introduce you to. The Financial Conduct Authority 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 Financial Conduct Authority has made it clear that commission means any financial consideration. In line with new legislation, if you would like National Fleet Services Limited to disclose any potential commission please make your request to our head office address, or via email to hello@driverhelpline.co.uk or by phone on 01254 244 147.

4. What will you have to pay us for our services?

We do not charge documentation fee's however the lender may also charge their own fees.

Driverhelpline Ltd is authorised and regulated by the Financial Conduct Authority. Driverhelpline Ltd is a credit broker and not a lender, we can introduce you to a selected panel of lenders.

BVRLA Registration Number: | Financial Services Register Number: 702489 | Company Registration Number: 03674429 | ICO Registration Number: Z4559687 | VAT Registration Number: 678 2219 10 | Registered Office: Haydock House, Pleckgate Road, Blackburn, Lancashire, BB1 8QW.
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These include but are not limited to: documentation fees, option to purchase fees, excess mileage charges or administration fees.

5. Who regulates us?

Driverhelpline Ltd, Registered Office: Haydock House, Pleckgate Road, Blackburn, Lancashire BB1 8QW is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register Number is 03674429. Our permitted business is credit broking and we act as an intermediary to a panel of lenders.

We are a broker member of the (BVRLA) British Vehicle Rental and Leasing Association, our membership number is .

We are registered with the Information Commissioners Office for the purposes of Data Protection, our registration number is Z4559687.

You can check this on the Financial Services Register by visiting the FCA's website at www.fca.org.uk or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

Write to Jake Yates, Driverhelpline Ltd Registered Office: Haydock House, Pleckgate Road, Blackburn, Lancashire, BB1 8QW.

Telephone 01254 244 147

jake@driverhelpline.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service or the BVRLA.

A copy of our complaints procedure is available upon request or on our website,

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