

## Listers Hull Limited Status Disclosure

The Financial Conduct Authority is the independent watchdog that regulates financial services. Please use this document to decide if our services are right for you. The FCA Register number is 311543. Listers Hull Limited trading as Porsche Centre Hull, FCA Register Number 917301 is an Appointed Representative of the Listers Group Limited, who is authorised and regulated by the Financial Conduct Authority credit related regulated activities. Listers Hull Limited is an Appointed Representative of Automotive Compliance Ltd, which is authorised and regulated by the Financial Conduct Authority (FCA No 497010). Automotive Compliance Ltd's permissions as a Principal Firm allows Listers Hull Limited to act as an agent on behalf of the insurer for insurance distribution activities only.

You can check the above information on the FCA Register by visiting the FCA's website at <https://register.fca.org.uk> or by contacting the FCA contact centre on 0800 111678 (freephone) or 0300 500 8082.

## INSURANCE PRODUCTS

Listers Hull Limited trading as Porsche Centre Hull represent the customer with its insurance distribution activities for the Manufacturer Approved & Extended Warranty only. We offer the Porsche Approved/Extended Warranty from Real Garant Versicherung AG. We do not provide a whole of market analysis.

### Manufacturer Approved/Extended Warranty (where available)

We will advise and make a recommendation for you after we have assessed your needs, we will provide appropriate information to allow you to make an informed decision about how you wish to proceed. You must decide whether the insurance product you choose is right for you. We may receive commission from the insurer which is either a flat fee or the difference between the amount of your premium for the insurance policy and the amount we pay the Administrator for the insurance policy exclusive of IPT.

Listers Hull Limited trading as Porsche Centre Hull do not carry out insurance distribution activities for our customers for the following products. We will provide you with details for you to contact the provider only. You should discuss your needs and eligibility for the product directly with them.

**GAP Insurance** - we will provide details for you to contact the provider only. You should discuss your needs and eligibility for this product directly with them. In the event you purchase a policy direct from the Insurer, they may pay us a flat fee commission.

**Free Drive Away Motor Insurance** (where available) - we will provide details for you to contact the provider only. You should discuss your needs and eligibility for this product directly with them. We do not receive any commission. In the event you purchase an annual policy direct from the Insurer, they may pay us a commission (either a flat fee or a percentage of the annual insurance premium).

## WHAT CAN I DO IF I CHANGE MY MIND?

With each insurance product you are given a cancellation period to consider the policy details and, if you change your mind within that time, you will receive a full refund of any premium paid. Please ensure you read the policy documentation before the end of your cancellation period to ensure that the cover is suitable for your demands and needs. Cooling off periods and how to cancel your policy can be found within your policy documentation.

## FINANCIAL SERVICES COMPENSATION SCHEME (FSCS) – INSURANCE PRODUCTS ONLY

For our insurance distribution activities, we are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. General Insurance advising and arranging is covered for 90% of claim, without any upper limit. Compulsory classes of insurance (e.g. Motor Insurance) are covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS. Please note that finance products are not covered by this scheme.

## FINANCE PRODUCTS

**Listers Hull Limited trading as Porsche Centre Hull is a Credit Broker and not a Credit Lender.** We are not independent as we have contractual relationships with a limited number of lenders. Our approach is to introduce you, in the first instance, to the relevant dealership manufacturer supporting finance company. If they are not able to make you a finance offer, where we are permitted to do so, we will submit a proposal to one of our independent finance providers. We do choose from a panel of lenders but do not conduct a market appraisal.

In the event that none of our lenders are unable to provide credit, we will refer you to a broker to attempt to source credit for you. Note, however, the available terms from this broker may well be inferior to the two lenders we initially introduced to you.

We act on the lenders behalf as an agent when making this introduction. We offer a non-advised service. We cannot advise or provide any recommendation. We will provide you with sufficient information on the lender's financial products, but it is for you to decide whether the finance product you choose is right for you. The decision as to whether to enter into any credit agreement on the terms offered is yours.

### Commission Disclosure

We will receive a commission from the lenders we work with (either a fixed fee or a fixed percentage of the amount you borrow). The lenders we work with could pay commission at different rates. Some lenders may also provide preferential rates to us for the funding of our vehicle stock and also provide financial support for our training and marketing. For your reassurance, the amount of commission we receive from a lender does not have an effect on the amount that you pay to that lender under your credit agreement.

If you are an individual, sole trader or small partnership and we are arranging a credit agreement or a consumer hire agreement for you which is regulated under the Consumer Credit Act 1974, you have a right to ask us to disclose the income that we will receive for arranging finance for you. If you would like us to disclose any potential commission prior to you entering into the agreement, please make your request to [commissiondisclosurerequests@listers.co.uk](mailto:commissiondisclosurerequests@listers.co.uk).

Our commission arrangements with our lenders have been negotiated and agreed in advance and set by the Lender. We do not have any discretion to negotiate or adjust your interest rate, APR or any other item included in the total charge for credit. The interest rate and/or APR offered to you may vary according to the age of the vehicle you purchase and/or the amount you borrow.

### **Consumer Hire**

The commission we receive maybe pre-set but can vary and may impact the amount you pay.

### **Fees**

We do not charge you a fee for any of the financial services we provide.

## **CUSTOMER SUPPORT STATEMENT**

So that we can give you the right level of support throughout your credit application, please inform us immediately if there anything we need to take into account that may affect your ability to fully understand the credit agreement and your application.

## **USE OF YOUR DATA**

By making an application for credit you give permission to share your personal information with one or more lenders for the purpose of applying for credit on your behalf. The applications may be consecutive and will only take place if suitable terms cannot be achieved from previous applications.

In applying you confirm that:

- The information supplied on the credit proposal is true and correct. You agree that in the event that any false information has been given or an untrue statement made which the finance company relied on, they have the right to terminate the agreement.
- You authorise the lenders to make a credit search with one or more credit reference agencies, which will be recorded by those agencies.
- Any lender may carry out more than one search).
- You are aware that credit scoring may have been used in the decision making process.
- You agree that the lenders can, at any time, disclose details about the application, agreement and the conduct of the account to a licensed credit agency or introducing Dealer/Broker for the purposes of:
  - o Fraud
  - o Crime prevention
  - o Tracing customers
  - o any other legitimate purpose
- You acknowledge that the lenders may refuse to enter into an agreement without stating a reason.

## **WHAT TO DO IF YOU HAVE A COMPLAINT?**

Listers Hull Limited trading as Porsche Centre Hull is committed to providing a first-class service. Even with the best of intentions, we know things can go wrong. So, if for any reason you are not entirely satisfied, please let us know as soon as possible. We'll investigate the situation and where necessary, set about putting things right as quickly as possible. We may also take steps to avoid similar problems happening in the future. Your views are important and your feedback is key to improving the products and services.

### **Consumer Credit Complaints**

In the first instance, please contact the Brand Manager at your dealership. If unavailable then telephone 01789 403800 or email us on [complaints@listers.co.uk](mailto:complaints@listers.co.uk) or write to the Group Finance & Insurance Compliance Manager, Listers Group Limited, Othello House, Stratford Business & Technology Park, Banbury Road, Stratford-upon-Avon CV37 7GY. We will endeavour to resolve your complaint within 3 working days; if we are unable to achieve this to your satisfaction, we will then follow our internal complaints procedure.

### **Insurance Complaints**

Please contact Automotive Compliance Ltd, The Factory, 44 Alfred Street, Gloucester, GL1 4DD Telephone: 01452671560 E-mail: [complaints@automotive-compliance.co.uk](mailto:complaints@automotive-compliance.co.uk). They will endeavour to resolve your complaint within 3 working days; if they are unable to achieve this to your satisfaction, they will then follow they internal complaints procedure

In both instances, If your complaint cannot be resolved within 8 weeks or you are not entirely satisfied with the decision, you may be entitled to refer it to the Financial Ombudsman Service (FOS). [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk). The Ombudsman will only consider your complaint if you have followed the above procedure. Please note that a complaint referred to FOS must be made within six months of the date of our final response. A full copy of the complaints procedure(s) is available upon request.