44-45 Hythe Road London
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www.cargiant.co.uk

Motor Finance Commission Complaints

1. Introduction

This page explains how you can complain to us if you're concerned about commission on a motor finance agreement (including Discretionary Commission Arrangements ("DCA") and other types of commission). It also explains what may happen where the lender is responsible for considering the complaint or administering any redress under the FCA's motor finance redress scheme.

We act as a credit broker (dealer). That means:

- We introduce you to one or more lenders for motor finance;
- The lender provides the finance and owns the agreement; and
- The lender may pay us commission for arranging your finance.

This information is provided in addition to our general complaints procedure in our Regulated Services Document. If your complaint is about something else, for example, the quality of a vehicle or a complaint about a Cargiant Warranty or a Breakdown Insurance Policy), please see the reverse of our Regulated Services Document.

2. What types of complaints does this page cover?

This page is for you if:

- You used motor finance (for example hire purchase or Personal Contract Purchase (PCP)) to buy a car,
- We acted as the credit broker to facilitate the agreement between you and a lender, and
- You are concerned about commission paid by the lender to us in relation to your agreement.

This includes, for example, where you think:

- You were not told about commission or how it worked;
- The broker/dealer could vary the interest rate and earn more commission as a result (often called a Discretionary Commission Arrangement); or
- There was a high rate of commission or a special arrangement between the lender and the broker which you were not properly told about.

These types of complaints are sometimes referred to as secret or undisclosed commission complaints, DCA complaints or non-DCA commission complaints (where commission was paid but not under a Discretionary Arrangement).

3. Our role as a dealer / credit broker

We are not your lender. We introduced you to one or more lenders, and helped you complete your finance application. The lender provides the finance and owns the agreement.

The FCA has now introduced a motor finance consumer redress scheme. The scheme is intended to deal with certain motor finance commission complaints where customers may not have been given enough information about commission or related arrangements at the time.

However, the scheme has been legally challenged. This means the timing of lender responses, redress decisions and any payments may change or be delayed.

Under the FCA scheme, lenders are responsible for assessing relevant complaints and deciding whether any compensation is due.

Our role is to help identify the correct lender, locate any relevant information we hold about your agreement and, where appropriate, forward your complaint or relevant information to the lender.

Where our records allow us to identify the lender, we will explain who the lender is and whether your complaint has been, or will be, forwarded to them.

4. How to complain to us?

If your complaint relates to motor finance commission, including how commission was disclosed or how your interest rate was set, please start by using our Motor Finance Commission Enquiry page:

https://financecomplaints.cargiant.co.uk/

This page is designed to help you identify the correct lender and understand what to do next.

If you can identify your lender, you should normally complain directly to the lender.

If you cannot identify your lender, cannot find your agreement details, or need help sending your information to the right place, please complete the enquiry form on that page.

To help us search our records, please include as much of the following information as possible:

• Your full name;
• Your current address and, if different, the address or postcode used when you took out the agreement;
• Your current email address and telephone number;
• Any email address or telephone number used when you took out the agreement;
• Details of the vehicle, for example make, model and registration number;
• The approximate purchase date or year;
• The agreement or reference number, if known;
• The lender name, if known; and
• A short explanation of what your complaint or enquiry is about.

5. What happens when you complain

5.1. Reviewing your enquiry or complaint

When you contact us through the Motor Finance Commission Enquiry page, we will review the information you have provided and search our records to see whether we can identify the relevant vehicle purchase, finance agreement and lender.

If we can identify corresponding details, we will write to you and explain what we have found.

As the lender is responsible for considering the complaint or administering the FCA redress scheme, we will send you a final response explaining that your complaint has been, or will be, forwarded to the lender.

That final response will explain Car Giant's role as credit broker. It will not be the lender's decision on whether you are owed compensation. The lender will be responsible for assessing your complaint and deciding whether any compensation is due under the FCA scheme.

Where appropriate, we may also provide details of the lender so that you can contact them directly.

If we cannot safely match your details to a record or finance agreement, we may ask you for more information. If we are still unable to identify a relevant agreement or lender, we will explain this to you.

5.2. Forwarding your complaint to the lender

Where we identify the relevant lender and consider that the lender is responsible for assessing your complaint, we will forward your complaint, together with any relevant information we hold, to that lender.

Some lenders may have specific processes for receiving complaints under the FCA scheme. Where that applies, we will forward your complaint in line with the lender's process once that process has been confirmed to us.

Once your complaint has been forwarded, the lender should contact you directly about the next steps and the timetable that applies to your agreement.

You do not need to take any further action with Car Giant while the complaint is being forwarded, unless we ask you for more information.

5.3. FCA Scheme and timing

The FCA has introduced a motor finance redress scheme, but the scheme has been legally challenged. This means the timing of lender responses, redress decisions and any payments may change or be delayed.

We cannot confirm when the lender will respond to you or when any redress decision or payment will be made. The lender should explain the relevant next steps and timeframes when it contacts you.

We will continue to record and retain relevant information and will cooperate with lenders and the Financial Ombudsman Service where appropriate.

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6. Taking your complaint to the Financial Ombudsman Service (FOS)

If you are unhappy with a lender's response or redress decision, you may be able to refer your complaint to the Financial Ombudsman Service. The lender's response or redress decision should explain whether you have referral rights and the deadline for doing so.

If we send you a final response explaining that Car Giant is not responsible for assessing your complaint under the FCA scheme, and that your complaint has been or will be forwarded to the lender, that final response will explain any Financial Ombudsman Service referral rights you have in relation to Car Giant's role.

The Financial Ombudsman Service is free for consumers. If you miss the relevant deadline, the Ombudsman may not be able to consider your complaint.

7. Where to find independent information

The FCA has published detailed information about motor finance commission complaints and its proposed compensation scheme. You can read more at https://www.fca.org.uk/consumers/car-finance-complaints.

This document summarises how Car Giant Limited, acting as a dealer / credit broker, handles motor finance commission complaints in line with the FCA's current rules and guidance. The FCA's rules and any redress scheme may change. We will update this document if the FCA makes changes that affect how your complaint is handled.