



**GROUP**

## **Initial Disclosure Document**

**This information relates to the activities undertaken by CVM Group and all subsidiaries.**

### **The Financial Conduct Authority**

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

### **Treating Customers Fairly**

Our business is committed to treating our customers fairly and ensuring our products and services are suitable for their needs. Treating Customers Fairly (TCF) is a core part of our culture and philosophy and you can review our commitment to it by asking for a copy of our TCF policy statement.

### **What products do we offer?**

We are a credit broker, not a lender. We can introduce you to a limited number of lenders or hire companies who may be able to assist you with your requirements. We will only introduce you to these lenders or hire companies.

### **Other Finance Facilities**

You may be able to obtain funding for your purchase from other providers and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online.

### **What will you have to pay to us for this service?**

You will not make any payment to us for processing a finance or hire application or for introducing you to a finance or hire provider. All charges that you will pay including interest, documentation fees or rentals, where applicable, will be clearly shown on the finance or hire agreement.

We may receive a commission payment from the finance or hire provider if you decide to enter into an agreement with them. You can request us to disclose the amount of any commission received.

### **Understanding our products and documents**

If you have any health issues, difficulty in understanding information or there any recent life events that could affect your ability to fully understand the information and documentation you are presented with or what your commitments are under the agreement, you should carefully consider the amount of time you require to review the documentation. You should also consider if it is advisable for you to have someone you know, help you make your decision. Please advise us accordingly, if this is the case, and we can then proceed with your requirements in a way that best suits you.

You should seek further explanations and ask questions if needed to fully understand the documents you are given.

### **Affordability**

You should assess the monthly payments you are required to make throughout the agreement and ensure you are able to meet these obligations and other obligations you already have, without suffering undue hardship. If you are aware of any future events that will affect your ability to meet these payments, you should ensure the provider is informed immediately.

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

### **Who regulates us?**

CVM Group and all subsidiaries are authorised and regulated by the Financial Conduct Authority; registration number 682537. Our address is: Spectrum Building, 1600 Parkway, Solent Business Park, Whiteley, Hampshire, PO15 7AH.

You can check this information on the FCA register by visiting [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on: 0800 111 6768.

### **What to do if you have a complaint**

If you wish to register a complaint, you can contact us at:

In writing: Spectrum Building, 1600 Parkway, Solent Business Park, Whiteley, PO15 7AH  
By Phone: 01489 880050  
By email: [verity@cvmgroup.co.uk](mailto:verity@cvmgroup.co.uk)

If you would like to know how we handle complaints, please ask for a copy of our complaints handling process. If you can't resolve a complaint with us, you may be able to refer it to the Financial Ombudsman Service whose contact details are set out below:

In writing: The Financial Ombudsman Service, Exchange Tower, London E14 9SR  
By telephone: 0800 0234567  
By email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

For complaints information when a transaction is completed online, please access the Online Dispute Resolution platform at <http://ec.europa.eu/consumers/odr/>

## **Confidentiality and Data Protection**

Throughout the process of administering services for you, we will need to collect personal information from you and pass this information to one or more third party organisations in order for them to supply any services you request. This may include passing this information to one or more potential lenders or credit brokers to enable them to make a credit decision. These lenders may use your information to conduct an affordability and credit worthiness assessment and will do so using the consent given by you.

This may include sharing your information with credit reference agencies and other companies for use in credit decisions and fraud prevention. For full details of where your information will be sent, and the purpose for doing so, or to cancel your consent for the processing of your personal data, please contact us.

In cases where your initial application may be refused by the most suitable lender, your application may be referred to other lenders or credit brokers who may also share information with credit reference agencies in order to assess your application for finance.

Those lenders or credit brokers will not use your personal information to provide you with promotional or marketing material, unless you opt-in to receive this material directly with them.

A copy of our privacy policy, which details how your information will be processed and your rights, is freely available upon request. To request this information please contact us:

In writing: CVM Group, Spectrum Building, 1600 Parkway, Solent Business Park, Whiteley, PO15 7AH

By telephone: 01489 880050

By email: [verity@cvmgroup.co.uk](mailto:verity@cvmgroup.co.uk)