

Initial Disclosure Document (IDD)

Ellis Ashton Motor Company

Riverbank Road, Bromborough, Merseyside, CH62 3JQ

Tel: 01513 742471 | Mobile: 07845 824559

Email: info@ellisashtonmotors.co.uk

Website: www.ellisashtonmotorcompany.co.uk

About Our Financial Services

Ellis Ashton Motor Company Ltd is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Firm Reference Number is **917743**.

You can verify this information on the Financial Services Register at www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

We act as a credit broker, not a lender. We work with a range of carefully selected finance providers who may be able to offer you finance for your vehicle. We are not independent financial advisers. Our role is to introduce you to these providers.

We may receive commission from our finance partners, either as a fixed fee or a percentage of the amount you borrow. There are no fees payable to us for our finance services.

All finance is subject to status and income. Terms and conditions apply.

Which Products Do We Offer?

- Hire Purchase (HP)
- Personal Contract Purchase (PCP)
- Conditional Sale
- Personal Loans (via third-party lenders)

We may also offer warranties and other add-on products. Please ask for details.

Who Regulates Us?

Ellis Ashton Motor Company Ltd is authorised and regulated by the Financial Conduct Authority. Our permitted business includes arranging finance and non-investment insurance products.

FCA Firm Reference Number: **917743**

What to Do If You Have a Complaint

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

- **In writing:** Ellis Ashton Motor Company, Riverbank Road, Bromborough, Merseyside, CH62 3JQ
- **By phone:** 01513 742471 or 07845 824559

- **By email:** info@ellisashtonmotors.co.uk

If you are not satisfied with our response, you may be able to refer your complaint to the Financial Ombudsman Service. Visit www.financial-ombudsman.org.uk for more information.

Are We Covered by the Financial Services Compensation Scheme (FSCS)?

Finance products are not covered by the FSCS. Some insurance products may be covered depending on the provider and policy type.

Commission Disclosure

You have the right to request information about any commission we receive related to your finance agreement.

Our Commitment to the FCA Consumer Duty

At Ellis Ashton Motor Company Ltd, we fully support the FCA's Consumer Duty principles. We are committed to:

- Delivering clear, fair, and not misleading communications
- Offering products and services that meet the needs, characteristics, and objectives of our customers
- Ensuring customers receive fair value from the products and services we provide
- Providing helpful and accessible customer support throughout your journey

Our goal is to ensure positive outcomes for all our customers and to act in good faith at all times.

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