Initial Disclosure

Important Information

Please read the important information below which explains our services and charges and how we use your information. Use this information to decide if our services are right for you.

The Financial Conduct Authority is the independent regulator of financial services. The Financial Conduct Authority requires us to provide you with a document called an 'Initial Disclosure Document'.

This document provides information about us, the products we offer, the services we will provide, what we charge for our services, who regulates us, what to do if you have a complaint, and details about the Financial Services Compensation Scheme.

About us

Forward Motor Finance Ltd is a limited company registered in England and Wales at Registered address of 31 Thorn Fields, Thorngumbald, Hull HU12 9UH, with Company Number 13182142.

Who regulates us?

Forward Motor Finance Ltd is authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 1031643. We are permitted to act as a Credit Broker.

You may check this information on the FCA's Register by visiting www.fca.org.uk/register or by contacting them on 0800 111 6768 (Freephone) or 0300 500 8082 from the UK, or +44 207 066 1000 from abroad. Some of the services that we provide are not regulated by the Financial Conduct Authority. You will be advised in advance of any such proposal or service.

What services do we provide?

1. We offer a varied range of funding options from Conditional Sale, Hire Purchase and Personal Contract Purchase).

2. We do not fund any credit contracts ourselves all credit applications are introduced to a third party lender. A list of these lenders is available on request. We are a Broker not a Lender.

3. You will not receive advice or a recommendation from us. We have provided you with product information enabling you to make your choice about how to proceed.

4. We encourage you to ask us at any stage anything that is unclear and obtain independent advice if you still do not fully understand the credit arrangements.

5. Please note unless we are satisfied you fully understand the terms and conditions of the finance you are applying for we will be unable to make the introduction to the finance company, this is for your protection and ours.

6. We recognise it is important for customers to be able to shop around for credit and alternative sources of credit.

What we will do?

1. Explain the key features of the regulated credit agreement to enable you to make an informed choice.

2. Take reasonable steps to satisfy ourselves that a product we offer to you is not unsuitable for your needs and circumstances.

3. Advise you to read, and allow you sufficient opportunity to consider, the terms and conditions of a credit agreement before entering into it.

4. Before referring you to a third party which carries out regulated activities obtain your consent, after having explained to you why your details are to be disclosed to that third party.

5. Before effecting an introduction of you to a lender we will explain how, when and where you may exercise your cancellation rights.

6. If for any reason you have not taken delivery of your vehicle within 60 days of the initial soft credit search, we will perform a further soft credit search to ensure your circumstances have not changed. If there is a change to your circumstances your application may be declined. The soft search is not visible to other lenders and will not impair your ability to obtain other credit.

The Cost of our Services and Commission

We do not charge a fee for our credit brokering services provided to you, however we will receive commission from the lender we introduce you to. This will be either a fixed fee or a fixed percentage of the amount you borrow.

Some lenders which we work with pay commission at different rates. However, the amount of commission that we receive from a lender does not have an effect on the amount that you pay to the lender under your credit agreement. The amount of commission that we receive from a lender may vary depending on the product type chosen.

You are entitled, at any time, to request information regarding any payment which we may have received. Any payment and or commission received from the funder will not affect what you pay under the agreement. This information shall be provided to you detailing the amount of commission and a full explanation of the arrangement within 5 days of your request.

Conflicts of Interest

If through exceptional circumstances Forward Motor Finance Ltd or any of its Directors or other customers has a material interest in business you ask to be transacted for you, we will make you aware of the conflict of interest and we will obtain your consent before your instructions are carried out. A copy of our Conflicts of Interest Policy is available on request

If you have a complaint

Please visit our complaints procedure page.
Telephone: 01482 240 140
Email: complaints@forwardmotorfinance.co.uk
Website: www.forwardmotorfinance.co.uk

Thank you for taking the time to read this information.

Kind regards

Forward Motor Finance