

Terms of Business – Insurance and Credit Broking

As part of our commitment to treating you fairly, both now and in the future, this document explains our service and how we can support you with your finance and insurance needs. Please read it carefully and ensure you retain a copy for your records.

Who we are: The Lookers Group

When we say “we,” “our,” and “Lookers,” we mean those companies that are members of the Lookers Group of companies, of which Lookers Limited (registered in England and Wales with Company No.111876) is the parent. Our main trading company Lookers Motor Group Limited (Registered in England and Wales with Company No.143470) is a subsidiary of Lookers Limited. Lookers Motor Group Limited (LGML) is authorised and regulated by the Financial Conduct Authority (FCA), the independent watchdog that regulates financial services, and is registered with the FCA under Firm Registration Number (FRN) 309424. The companies named below are also subsidiaries of Lookers Limited and are Appointed Representatives (ARs) of LGML. All Lookers Group companies registered in England and Wales have their registered office at Lookers House, 3 Etchells Road, West Timperley, Altrincham, WA14 5XS.

We are permitted to arrange general insurance policies on your behalf and can introduce you to a limited number of finance providers to assist with any finance arrangements you may need to make. You can verify this information by checking the FCA Register at [fca.org.uk/register](https://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

Our appointed representatives

Registered in England and Wales	
Addison Motors Limited – Company N ^o .00714804 FRN 727684	Lookers Colborne Limited – Company N ^o .4172337 FRN 517128
Colebrook & Burgess Limited – Company N ^o .03410784/FRN 727687	MB South Limited – Company N ^o .01097144 FRN 461719
Drayton Group Limited – Company N ^o . 04136968 FRN 766669	S. Jennings Limited – Company N ^o .00120996 FRN 821551
The Dutton Forshaw Motor Company Limited – Company N ^o .680734 FRN 474287	Lookers Leasing Limited – Company N ^o .05654532 FRN 535490
Registered in Scotland - Registered office: 520 Hillington Road, Braehead, Glasgow, G52 4UB	Registered in Northern Ireland - Registered office: 62 Boucher Road, Belfast, County Antrim, BT12 6LR
Lomond Motors (East) Limited – Company N ^o .SC304405 FRN 679035	Charles Hurst Limited – Company N ^o .NI004882) FRN 404120
Lomond Motors Limited – Company N ^o .SC184583 FRN 476254	Fleet Financial Limited – Company N ^o .NI030373) FRN 456005

Our service

We will not give you any advice or recommendations about the finance and insurance options we can offer.

We will ask you questions to narrow down the selection of suitable finance and insurance product options. We will provide details about them to make sure you have enough information to choose how you wish to proceed.

About our insurance terms

The products and services we offer

We offer our customers a range of optional insurance products to protect and complement their vehicle purchase. We may offer you:

Guaranteed Asset Protection (GAP Insurance): Total Loss Cover | **Cosmetic/SMART Repair Cover:** Minor Damage Protection, Carsmetic

In offering you these products we represent the policy administrator, Premia Solutions Limited (Premia). The products are underwritten by Fortegra Europe Insurance Company Limited (UK branch).

Insurance applications

You must take reasonable care not to make a misrepresentation to the insurer. This means that all the answers you give and the statements you make as part of your insurance application should be honest and accurate. If you deliberately or carelessly misinform the insurer, this could mean that all or part of a claim may not be paid.

Fees, charges, and commission

When we arrange an insurance policy on your behalf you do not pay us a fee for doing this. We receive training support from the administrator and commission from the insurer. Our commission is the difference between the retail price of the insurance policy inclusive of Insurance Premium Tax (IPT) and the amount we pay to the administrator and underwriter for the cover.

Protecting your money

Before your premium is forwarded to the insurer, and for your protection, we hold your money as an agent of the insurer. This means that premiums are treated as being received by the insurer when received in our accounts, in which case your insurance is treated as being paid for. Money held by us under such arrangements does not constitute client money within the FCA's Client Money rules.

Compensation

We are covered by the Financial Services Compensation Scheme. 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. Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1100 or by visiting [fscs.org.uk](https://www.fscs.org.uk). The scheme does not cover consumer credit.

How to cancel

You may have a statutory right to cancel your insurance policy within 14 days. Please refer to your policy summary or your policy document for further details. If you cancel you will receive a pro-rata refund of the premium from the insurer. Insurers are also entitled to make an administrative charge. If you wish to cancel outside this period, you may not receive a pro-rata refund of the premium.

How to claim

If you need to claim on your policy, you should contact Premia at [premiasolutions.com](https://www.premiasolutions.com) or on 01926 622 660. If you are in doubt about how to make your claim, please contact us on 0191 298 1425 and we will help with contact details.

About our credit broking terms

- We are a credit broker, not a lender and have the permission to carry out the regulated activity of credit broking which includes effecting introductions between you and lenders or other credit brokers.
- This means that we can introduce you to a limited number of lenders and their finance products – which may have different interest rates and charges – to assist with your finance needs.
- Our panel includes many vehicle manufacturer lenders.
- All finance is subject to status and income.
- We can also provide you with the details of any credit reference agency consulted by the finance provider.

Commission

- We do not charge you a fee for our services, but we will receive a commission from your finance lender for introducing you to them (either as a fixed fee or as a fixed percentage of the amount you borrow).
- The lenders we work with pay commissions at different rates and promotional rates may also apply from time to time.
- The commission we receive from a lender does not influence the amount you pay to that lender under your credit agreement.
- You are entitled to request information regarding the commission which we receive through placing your finance at any time.

Finance applications

We will refer your application to a lender from our panel, which. If this is not successful, we will refer your application to another lender within our main panel. Where your finance application has been unsuccessful, we will advise you of this and will introduce you to our partner broker for further assistance.

We also hold the permissions of debt adjusting and debt counselling for the regulated activity of settling finance agreements on an existing car in part exchange circumstances and organising a new finance agreement to replace it.

Finance agreement review

Where we have arranged finance for you, we may contact you before the end of your finance agreement to discuss the return of your vehicle and/or end-of-term options available to you.

A good deal. Better.