

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 (LMGL) (Registered in England and Wales with Company No.143470) is a subsidiary of Lookers Limited. LMGL 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 LMGL. All Lookers Group companies registered in England and Wales have their registered office at Lookers House, 1st Floor, Lookers Stoke, Bede Road, Stoke-on-Trent, ST4 4GU.

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 or by contacting the FCA on 0800 111 6768.

Our appointed representatives

Registered in England and Wales	Registered in Northern Ireland - Registered office: 62 Boucher Road, Belfast, County Antrim, BT12 6LR
Lookers MB Limited – Company N°.01097144 FRN 461719	Charles Hurst Limited – Company N°.NI004882 FRN 404120
	Fleet Financial Limited – Company N°.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:

Cosmetic/SMART Repair Cover: Minor Damage Protection (MDP/MDP+, MDP+ Tyre £250), Carsmetic/+
Guaranteed Asset Protection (GAP)

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, it could invalidate your policy or mean that all or part of a claim may not be paid.

Fees, charges, and commission

For Minor Damage Protection Insurance, if you decide to take out a policy, you do not pay us a fee for arranging 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. Following an introduction to Premia, if you decide to take out a Guaranteed Asset Protection (GAP) directly from them, we will receive a commission from the introduction. This commission is paid by Premia Solutions and does not affect the price you pay for the policy. You may request details of the commission we receive.

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 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.
- This commission is payable to us by the lender (not you) but part of the interest charged to you under your credit agreement with the lender, will pay them for their costs, including the commission they pay to us.
- If you do choose finance, we will advise you of the amount of commission before an application for finance is submitted, as well as confirm the amount to you with lender documentation prior to conclusion of the deal.

Finance applications

For new vehicles direct from Mercedes-Benz, MINI, Polestar, SMART and Volvo, as well as used vehicles sourced directly from MINI (under 18 months old), we will only refer your application to the lender nominated by the manufacturer.

For all other brands, we will refer your application to a lender from our panel. 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.

General information

Feedback

At Lookers, we are committed to continually improving the service we provide to our customers. Your feedback is invaluable to us. Whether you'd like to recognise a team member for exceptional service or share an idea to help us enhance your experience, we encourage you to contact us on one of the following methods:

Online:	Email:	Write to us at:
Visit lookers.co.uk/complaints and complete the 'Share Your Experience' web form.	Send your feedback to customerfeedback@lookers.co.uk	Customer Service & Complaints Resolution Team Lookers House, 1 st Floor, Lookers Stoke, Bede Road, Stoke-on-Trent, ST4 4GU.

Complaints

We sincerely apologise if we haven't met your expectations or if you're dissatisfied with the service you've received. By raising a complaint, you're helping us identify areas for improvement to deliver a better experience in the future.

You can raise a complaint regarding any of the services provided by Lookers, including but not limited to:

- Vehicle & Aftersales Complaints
- Finance and/or Insurance Complaints
- Data Complaints

We strive to always provide a first-class service, including in how we handle complaints. If you need to make a complaint about your vehicle, experience, finance, insurance, or data, please contact us through one of the following methods:

Online:	Email:	Phone:	Write to us at:
Visit lookers.co.uk/complaints and complete the 'Make a Complaint' web form.	or vehicle-related complaints, email vehiclecomplaints@lookers.co.uk For finance, insurance, or data complaints, email FandIComplaints@lookers.co.uk	Call us on: 0191 298 1425.	Customer Service & Complaints Resolution Team Lookers House, 1 st Floor, Lookers Stoke, Bede Road, Stoke-on-Trent, ST4 4GU.

All complaints received are treated with confidentiality and in accordance with the requirements of data protection legislation. We will always strive to investigate and resolve your complaint promptly and fairly. However, if you are not satisfied with how we respond to your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. You must do so within 6 months of our final response to you.

The Financial Ombudsman Service is a free, independent service available to customers who have a complaint about a financial product or service. The address, website and contact details of the Financial Ombudsman Service are as follows:

Online:	Email:	Phone:	Write to:
Visit financial-ombudsman.org.uk	complaint.info@financial-ombudsman.org.uk	0800 023 4567 or 0300 123 9123	The Financial Ombudsman Service, Exchange Tower, London E149SR

For more information please read the Financial Ombudsman's leaflet "Your Complaint and the Ombudsman" which is available at: [Financial Ombudsman Service Leaflet - Web Version](#)

Alternatively, if your complaint is in respect of a fleet or lease agreement you may refer the matter to the British Vehicle Rental and Leasing Association (BVRLA). The BVRLA is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 and offers a free Conciliation Service. The Conciliation Service will investigate potential breaches of the Code of Conduct, which sets out the standards the BVRLA expects from its members. The Conciliation Service can only look at matters that relate to disputes arising from the activities of BVRLA members.

The BVRLA will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from either party should be sent to the BVRLA within five working days. Based on the information available, the BVRLA will provide both parties with its findings and recommendations and as members, we must comply with their rulings. You may contact the BVRLA by:

Online:	Email:	Write to:
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bvrla.co.uk/consumer-advice/making-a-complaint-adr.html

complaint@bvrla.co.uk

British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham HP7 0DD

Interpretation

For customers resident in England or Wales (or any other country except Scotland or Northern Ireland), these Terms of Business are governed by English law and are subject to the jurisdiction of the courts of England. For customers resident in Northern Ireland the laws of Northern Ireland shall apply, and the courts of Northern Ireland shall have jurisdiction, and for customers resident in Scotland the laws of Scotland shall apply, and the courts of Scotland shall have jurisdiction, but this shall not prevent a customer or Lookers commencing proceedings in any other jurisdiction in which one or both of them are located or have assets.

Your information

We are committed to respecting your privacy and applying the highest standards of data protection, we will only use your information where it is necessary and in accordance with UK and EU data protection legislation. For more information about how Lookers processes personal information, and your data protection rights please see our Privacy Notice published at lookers.co.uk/privacy-notice.