

INITIAL DISCLOSURE DOCUMENT

Fleet Evolution Ltd, who also trades as Mercia Fleet Services, is regulated and authorised by the Financial Conduct Authority. Our permitted business is credit brokerage, entering into regulated consumer hire agreements as owner, debt administration, counselling and adjusting and general insurance. 90% of our business is Business Contract Hire packaged into compliant salary sacrifice car schemes which may include motor insurance. We do not offer advice on motor insurance but are an appointed representative of Lloyd Latchford Ltd and also an approved introducer for a number of general insurers. We do not receive any financial payment or incentive for Motor Insurance introductions.

You can check this in the Financial Conduct Authority's Register by visiting the [Financial Conduct Authority's website](#) or by contacting the Financial Conduct Authority on 0800 111 6768.

Consumer Credit Services The Financial Conduct Authority (FCA)

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Salary sacrifice is classed as Business Contract Hire. Fleet Evolution Ltd is authorised and regulated by the Financial Conduct Authority (our registration number is 630748) and is permitted to advise on and arrange consumer credit contracts.

Credit Whose Consumer Do We Offer as A Broker?

As a Financial Conduct Authority regulated credit broker, we can introduce you to a selected group of lenders or funding who may be able to help you finance your vehicle. We will not refer you to an external funder without your consent. We will explain the key features of those products to you.

Which Service Will We Provide You With?

We will take steps to ensure that, in the course of advising you, we will only make a recommendation, one that will be suitable for your demands and needs at the time that the recommendation is made. It is important that you provide us with accurate and relevant information, as in assessing your demands and needs, we may seek information about your personal circumstances and objectives which may be relevant in order to enable us to identify your requirements.

What Will You Have to Pay Us for Our Services?

We do not charge fees. We may receive a commission or other benefits should you decide to enter into an agreement with an external funder we have introduced you to or from another credit broker to whom we refer you should we be unable to

arrange funding for you. We have different commission arrangements in place with our Smart Panel members which vary according to the volume of business transacted and the maintaining high levels of customer service, this is reflected in the monthly lease rate that you pay for your vehicle.

Insurance

Van & Car Motor Insurance: Fleet Evolution Ltd offers motor insurance from a number of insurers. These insurers are regulated themselves, and their details are provided by us to you, when we supply a quotation and on any issued insurance policy. We do not offer insurance advice and do not take any commission for insurance services.

Which Service Will We Provide You With?

You will not receive advice or a recommendation from us for General Insurance. We will need to ask you some questions to narrow down the selection of products and/or insurers that we will provide details on. You will then need to make your own choice about how to proceed.

What Will You Have to Pay Us for Our Services?

We do not charge a broker fee for our insurance related services. We will not receive a commission from the product provider,

Confidentiality And Data Protection

As part of the process of obtaining finance for your vehicle we will need to pass your details on to one or more of our finance partners. A list of these partners together with their consumer credit licence numbers are available on request. Any organisation approached for credit may will need to undertake credit searches with a credit reference agency which may affect your credit rating.

As part of the process of obtaining finance for your insurance premium (if you decide to pay by instalments) we will need to undertake a credit search, but this will not affect your credit score but will be available to other credit providers.

What To Do If You Have a Complaint

As an organisation we are committed to treating our customers fairly, before, during and after a sale.

Before The Sale You Can Expect:

- To have any significant and unusual exclusions or exceptions to the policy brought to your attention.

- A clear statement of price, including where applicable a breakdown of any interest charges.
- Details of your cancellation rights and our complaints procedure.
- Copies of your policy documentation or information as to when these documents will be dispatched.

After The Sale You Can Expect:

- Not to encounter any barriers to cancelling your policy within regulatory agreed timeframes.
- To have any complaint dealt with in a timely and professional manner.
- If at any time you feel you have not been treated fairly by any member of our staff, please contact us at the address or telephone number above.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. You should write to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone 0800 023 4567.