



Further information about us and the service we can provide

We are;

DSG Auto Contracts Ltd
Unity House
Bird hall Lane
Cheadle
Cheshire
SK3 0UX (Head & Registered office address) (registered in England under company number 04708911)

DSG Auto Contracts Ltd is authorised and regulated by the Financial Conduct Authority. DSG Auto Contracts Ltd is a credit broker, not a lender. The Financial Conduct Authority (FCA) is the independent regulator of financial services and consumer credit firms. Our Financial Conduct Authority authorisation number is 659912. Use this information to decide if our services are right for you. You will not receive advice or a recommendation from us for finance products. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed. We always aim to provide the best possible service, however if you have any cause for complaint, this can be raised by either email, in writing or by telephoning the Managing Director (DSG Auto Contracts Ltd, Unity House, Bird Hall Lane, Cheadle, Cheshire, SK3 0UX, 0161 406 3936). Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9S4. Alternatively, telephone 0800 023 4567.

Your Finance Options

As an authorised credit broker, DSG Auto Contracts Ltd can introduce you to a selected group of lenders who may be able to help you finance your purchase. This group of lenders provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you. We will receive payment from the finance company for introducing you to them. It is not a requirement of the sale to finance a vehicle purchase through the finance companies to which you are introduced. We are not Independent Financial Advisors and a DSG Auto Contracts Ltd introduction to a finance company or product does not amount to independent financial advice. If at any point you do not wish us to continue to find a suitable lender for your needs, please contact us. We arrange a suitable finance option for you in accordance with the information you provide to us, other finance options are available, you can find detailed explanations on our website. If you require any clarifications, please contact us and we will be happy to help.

Confidentiality and Data Protection

DSG Auto Contracts Ltd, together with our finance partners will store your information. We may share this information with our group companies. Your information will only be disclosed to third parties in the normal course of arranging and administering any finance contract(s).

We or they may contact you by post, telephone or email to let you know of products, services and special offers that may be of interest to you or we may ask you to participate in one of our customer satisfaction surveys. You have the right to ask for a copy of your information held by us in our records in return for payment of an administration fee. You also have the right to require us to correct any inaccuracies or errors in your information. If you have previously provided your consent for the processing of your personal data, but later change your mind, please contact us using the contact details above.

Credit Report Searches

If you proceed to use our services, you authorise us and the lender(s) to which we submit your application to make all enquiries necessary to verify information to enable them to consider your application. We will endeavour to ensure that the number of lenders receiving your application is kept to a minimum, however there will be occasions where multiple searches of your credit file are required before a suitable lender is found. The lender(s) will make enquiries with Credit Reference Agencies to verify the information that you provide. It is important that you give us accurate information. The lender(s) will check your details with fraud prevention agencies and if false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. Other organisations may also access and use this information to prevent fraud and money laundering.