

Treating Customers Fairly

Purpose

This document sets out the policy for dealing with our customers, including the handling and resolution of complaints. It has been designed to comply with the requirements of the Financial Conduct Authority, who authorise and regulate Motors.co.uk

Scope

This policy applies to Motors.co.uk.

Our Ethos

- We want you to be confident that the fair treatment of our customers is central to our corporate culture whenever you deal with us.
- Any products and services marketed by us to private consumers will be designed to meet their needs
- We will provide you with clear information before, during and after the sale of any of our products and services
- Any advice that Motors provide as part of our regulated activities will be suitable and take account of individual circumstances
- We will make every effort to deliver products and services that perform as we have led our customers to expect, and any service is of an acceptable standard
- You will not face unreasonable barriers to making a complaint or claim

Listening to our customers

Your views are important to us. We are committed to providing you with a first-class service and effectively delivering the products and services you need. Even with the best of intentions, we know things can go wrong. So, if for any reason you are not entirely satisfied with any aspect of our service please let us know as soon as possible. We'll investigate, and where necessary, set about putting things right as quickly as possible. We will also take steps to avoid similar problems happening in the future.

Our Process

Step 1 – Contact us – we're here to help

Email – privacy@motors.co.uk

Post – Motors.co.uk, 127 Olympic Avenue, Milton Park, Abingdon, OX14 4SA

Phone – 0845 265 6000 or 01235 435736 (to avoid any charges you may face for dialling 08 numbers)

Our response process – we will:

- Acknowledge your complaint by email or verbally, within 2 working days .
- Provide details of who will be dealing with your complaint at Motors and how you can contact them.
- Advise how long we think it will take us to investigate your complaint.
- Aim to resolve your complaint within 5 working days of the complaint being made
- In the event that we are unable to resolve your complaint within this timescale, we will inform you, prior to the expiry of this 5 working days, why we were unable to resolve it, what will happen next and when we expect to be able to write to you with a final response.

Step 2 – If you are not satisfied with the response to your complaint

We always aim to resolve your concerns. If you consider that our response to your complaint does not fully address your issues, please let us know so we can understand if there is anything more we can do.

Where you are not satisfied with our final response or four weeks have passed since you first raised your complaint you have the option to escalate your complaint to the Marketing Director who will serve as an arbitrator and conduct a full investigation into your complaint.

Our investigation will be led by the Marketing Director. We will provide an email or verbal acknowledgement of your complaint within 48 hours, and provide details of who will be dealing with your complaint and how you can contact them. We will advise how long we think it will take us to investigate your complaint and aim to resolve your complaint within five working days of the complaint being made. In the event that we are unable to resolve your complaint within this timescale, we will inform you, prior to the expiry of this five day period, why we are unable to resolve it at that time, what will happen next and when we expect to be able to write to you with a final response.

However, if you are still unhappy with our resolution or we have had 8 weeks to consider your complaint and we have still not issued a final response, you can ask for a review from the Financial Ombudsman Service. They will be able to help if your complaint fulfils certain criteria. Their contact details are:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567

www.financial-ombudsman.org.uk

You must contact the Ombudsman within 6 months of the date of our Final Response letter.

Motors.co.uk are authorised and regulated by the Financial Conduct Authority (FRN695329) who can be contacted at:

Financial Conduct Authority Head Office
25 The North Colonnade, London E14 5HS
Telephone **0800 111 6768** Website fca.org.uk