

Initial Disclosure Document

We are Shire Leasing Plc (“Shire”) and our registered office is 1 Calico Business Park, Amington, Tamworth, Staffordshire, B77 4BF.

Shire is authorised and regulated by the Financial Conduct Authority (FCA) for the provision of Consumer Credit related Brokering services and to act as a Lender. FCA Firm Reference number 313055.

Where Shire act as a credit broker we can introduce you to one of our carefully selected panel of Finance Lenders. We cannot refer you outside of this panel.

Payment and Fees

We do not charge you a fee for arranging your finance but we may receive a commission from the lender if you decide to enter into a finance agreement with them.

What Services do we provide?

We will provide you with either comparable details of firms most appropriate to your lending or purchase requirements or general information relating to finance products. You will not receive advice or recommendations from us. 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.

Affordability

You should assess the monthly payments you are required to make to ensure you are able to meet these obligations and other obligations you already have. If you are aware of future events that will affect your ability to meet the payments you should let us know.

Your credit rating could be adversely affected if you do not make payments when they are due which could make it harder or more expensive for you to access finance facilities in the future.

What to do if you have a complaint

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by telephone or in writing and your complaint will be resolved by the appropriate person in the shortest possible time.

Post: Customer Services Department, Shire Leasing PLC, 1 Calico Business Park, Sandy Way, Amington, Tamworth, B77 4BF.

Email: customerservices@shireleasing.co.uk

Telephone: 01827 689 39

Fax: 01827 68672

British Vehicle Rental & Leasing Association

Shire is also a member of the British Vehicle Rental & Leasing Association (BVRLA). The BVRLA runs an alternative dispute resolution (ADR) service which is available to customers who remain unsatisfied with a decision taken in respect of a complaint or appeal.

Details of your complaint should be submitted online at <https://bvrla.co.uk/consumer-advice/making-a-complaint-adr.html>

If you do not have access to the internet, details can be sent by post to:

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

Financial Ombudsman Service

If you still remain unhappy with the solution, and if you are eligible, you can refer your complaint to the Financial Ombudsman Service who provide an impartial and free service to help you. You must do that within 6 months of our final response. Their contact details are as shown below.

Post: Financial Ombudsman Service, Exchange Tower, London E14 9SR
Phone: 0800 023 4567
E-mail: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk