



15 Aston Court
George Road
Bromsgrove Technology Park
B60 3AL

Telephone: 0121 427 9477

Email: sales@expressvehiclecontracts.co.uk

Complaints Manager contact details:

Name: Carmel Rouse
Telephone: 0121 427 9477
Address: 15 Aston Court, George Road, Bromsgrove Technology Park, B60 3AL
E-mail: carmel@expressvehiclecontracts.co.uk

Our Procedures

Any complaint verbal or written will be referred to our Complaints Manager at the earliest opportunity. If the Complaints Manager is unavailable this complaint will be passed to one of our Senior Management Team.

- Acknowledge the complaint in writing promptly.
- Give details in our acknowledgement letter of the Financial Ombudsman Service
- Make contact to seek clarification on any points where necessary.
- Fully investigate the complaint
- Keep you informed of our progress.
- Discuss with you our findings and proposed response.

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

Adviser or Provider

Clients often express dissatisfaction to their adviser about the product provider. We will need to establish whether your complaint relates to the advice given, the adviser service or the service or performance of the product provider. If unclear, this must not delay investigation and we will proceed with our own investigation. The complaints manager will review this matter and take the complaint to the provider if appropriate in consultation with you.

Express Vehicle Contracts is a trading style of National Fleet Services Limited who is authorised and regulated by the Financial Conduct Authority. National Fleet Services Limited is a Credit Broker and not a lender, we can introduce you to a selected panel of Lenders.

BVRLA Registration Number: 1463 | Financial Services Register Number: 680691 | Company Registration Number: 3247145 | ICO.
Registration Number: Z5088418 | VAT Registration Number: 695548379 | Registered Office: 15 Aston Court, George Road, Bromsgrove
Technology Park, B60 3AL. E&OE

Investigation

The complaints manager will establish the nature and scope of your complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress

Eligible Complainants

It is the firm's policy to treat all complainants the same, however, *eligible complainants* are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Conduct Authority complaints rules apply to complaints.

- Made by, or on behalf of an *eligible complainant*.
- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

Final response

This will set out clearly the firm's decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

We must include details of the Financial Ombudsman Service in the final response if dealing with an *eligible complainant* and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of this letter or the right to use this service is lost.
- Indicate whether we consent to waive the relevant time limits.

Complaints Settled within 3 business days.

Complaints that can be settled to your satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to your satisfaction under this section, we will promptly send you a '**Summary Resolution Communication**', being a written communication from us which:

- (1) refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction.

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- (2) We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration or alternatively refer the complaint to the Financial Ombudsman Service.
- (3) Indicates whether we consent to waive the relevant time limits, (where we have discretion in such matters)
- (4) Provide the website address of the Financial Ombudsman Service; and
- (5) Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending you a **Summary Resolution Communication**, we may also use other methods to communicate the information where:

- (1) We consider that doing so may better meet your needs; or
- (2) We have already been using another method to communicate about the complaint.

Closing a complaint

We will consider a complaint closed when we have made our final response to you. This does not prevent you from exercising any rights you may have to refer the matter to the Financial Ombudsman Service.

Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

Contacting the Financial Ombudsman

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

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BVRLA Conciliation Service

We are members of the BVRLA, our membership number is 1463. Any unresolved disputes may be referred to the BVRLA. The BVRLA will aim to resolve the matter using the information presented by both parties to the dispute. Any information from the member 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. The BVRLA aim to resolve complaints through the Conciliation Service within 30 days.

Contact details:

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

Email: complaint@bvrla.co.uk

Website: <http://www.bvrla.co.uk/advice/guidance/using-bvrlas-conciliation-service>

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