

This Information relates to the activities undertaken by Hyundai Connected Mobility

The Financial Conduct Authority

The Financial Conduct Authority (FCA) is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Treating Customers Fairly

Our business is committed to treating our customers fairly and ensuring our products and services are suitable for their needs. Treating Customers Fairly (TCF) is a core part of our culture and philosophy and you can review our commitment to it by asking for a copy of our TCF policy statement.

What Products do we offer?

We will hire our products in-line with the package that you have selected. Full details can be found in your credit agreement.

Other Finance Facilities

You may be able to obtain funding for your purchase from other providers and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online.

Understanding our Products and Documents

If you have any health issues, difficulty in understanding information or there any recent life events that could affect your ability to fully understand the information and documentation you are presented with or what your commitments are under the agreement, you should carefully consider the amount of time you require to review the documentation. You should also consider if it is advisable for you to have someone you know, help you make your decision. Please advise us accordingly if this is the case and we can then proceed with your requirements in the most appropriate way.

You should make sure you have sufficient time to assess the information given to ensure the funding option offered is suitable for you and meets your requirements. You should seek further explanations and ask questions if needed to fully understand the documents you are given.

Affordability

You should assess the monthly payments you are required to make throughout the agreement and ensure you are able to meet these obligations and other obligations you already have without suffering undue hardship. If you are aware of any future events that will affect your ability to meet these payments, you should ensure the provider is informed immediately.

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

Who regulates us?

Hyundai Connected Mobility is an Appointed Representative of Product Partnerships Limited which is authorised and regulated by the Financial Conduct Authority; registration number 626349. Product Partnerships address is Second Floor, Atlas House, 31 King Street, Leeds LS1 2HL and its permitted business is to act as a Principal for a network of firms who carry out consumer credit activities.

You can check this information on the FCA register by visiting www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

What to do if you have a complaint.

The contact details for Hyundai Connected Mobility Limited are:

Address: Ground Floor, Birchwood Building, The Office Park, Springfield Drive, Leatherhead,
Surrey KT22 7LP
Telephone: 03443 460 124
Email: customercare@moceansubscriptions.co.uk

If you would like to know how we handle complaints, please ask for a copy of our complaints handling process. If your complaint is not resolved to your satisfaction, you may be able to refer it to the Financial Ombudsman Service, whose contact details are set out below:

In writing: The Financial Ombudsman Service, Exchange Tower, London E14 9SR
By telephone: 0800 0234567
By email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

As an appointed representative, you also have the right to complain to our Principal firm, Product Partnerships Limited. If you wish to register a complaint, you can contact Product Partnerships Limited at:

In writing: Product Partnerships Limited, Second Floor, Atlas House, 31 King Street, Leeds
LS1 2HL
By telephone: 01274 921234
By email: info@productpartnerships.com

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Confidentiality and Data Protection

Throughout the process of administering services for you we will need to collect personal information from you and pass this information to one or more third party organisations in order for them to supply any services you request.

This may include sharing your information with credit reference agencies and other companies for use in credit decisions and fraud prevention. For full details of where your information will be sent, and the purpose for doing so, or to cancel your consent for the processing of your personal data, please contact us.

A copy of our privacy policy, which details how your information will be processed and your rights, is freely available upon request. To request this information please contact us:

Address: Ground Floor, Birchwood Building, The Office Park, Springfield Drive, Leatherhead,
Surrey KT22 7LP

Email: dpo@hyundai.co.uk