

This Information relates to the activities undertaken by Hyundai Motor UK Limited

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.

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. 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 Motor UK Limited is an Appointed Representative, in respect of consumer hire activities only, of Product Partnerships Limited, which is authorised and regulated by the Financial Conduct Authority with registration number 626349. We are also an Appointed Representative of Lloyd Latchford Group Limited with respect to insurance services; their Financial Conduct Authority registration number is 496330. 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.

If you wish to register a complaint relating to consumer hire, you can contact Product Partnerships Limited at:

In writing: Product Partnerships Limited, Suite D2, Joseph's Well, Hanover Walk, Leeds, LS3 1AB

By telephone: 01274 921234

By email: info@productpartnerships.com

If you wish to register a complaint relating to insurance services, you can contact Lloyd Latchford Group Limited at:

In writing: Customer Service Group, Lloyd Latchford Group, Station Approach, Princes Risborough, Buckinghamshire, HP27 9DN.

By telephone: 01844 275555

By completing an online form: <https://www.lloydlatchfordgroup.co.uk/contact-us/making-complaint/log-complaint/index.html>

The contact details for Hyundai Motor UK Limited are;

In writing: Hyundai Motor UK Limited, Birchwood Building, Springfield Drive, Leatherhead, Surrey, KT22 7LP

By telephone: 03443 460124

By email: customercare@moceansubscription.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

Understanding our products and documents

If you have any health issues, difficulty in understanding information or there are 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.

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 will include passing this information to TransUnion UK to enable them to make a credit decision. The lender may use your information to conduct an affordability and credit worthiness assessment and will do so using the consent given by you.

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.

To see our privacy policy, which details how your information will be processed and your rights, please [click here](#) or see our website for details.