



## Status Disclosure

The purpose of this document is to set out the basis of the agreement under which we conduct our business and offer our services to you. **You should retain a copy of this document with your other important papers.**

## Who are we?

Auto Union Finance Ltd company number 4975821 is authorised and regulated by the Financial Conduct Authority. We are a credit broker, not a lender. The Financial Conduct Authority (FCA) is the independent regulator of financial services and consumer credit firms. Our Financial Conduct Authority authorisation number is 669609. Use this information to decide if our services are right for you.

You will not receive advice or a recommendation from us for the finance products we offer you. We may ask some questions to help in our assessment of the information you provide to us. You will then need to make your own choice about how to proceed.

## Complaints

If you would like to know more about how we handle complaints, please ask for a copy of our Complaints Procedure Document or view it on our website <https://www.auf.co.uk/complaints/>. We always aim to provide the best possible service to our customers, however if you have any cause for complaint, this can be raised by email, in writing or by telephone addressed to The Compliance Officer, Auto Union Finance Ltd, Auto Union House, 8 Eagle Park Drive Warrington, Cheshire, WA28JA t: 08448111023 | e: [qualitystandards@auf.co.uk](mailto:qualitystandards@auf.co.uk).

Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your complaint. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9S4. Alternatively, telephone 08000234567.

## Your Finance Options

We can introduce you to a group of carefully selected credit providers who may be able to offer you finance for your purchase. We are only able to offer a range of finance products from these providers, which may be suitable for you and we will explain the key features of these products to you (or your supplying dealer will). We receive payment from the credit provider for introducing you to them and we may pay a commission to the introducing dealer. The amount both parties receive could vary by credit provider and which may be a higher amount in relation to certain products compared with other products available. The payment received may also be higher dependent on the interest rate you are charged; this can also be affected by the term and product you receive. Typically, commission received is a fixed fee or a percentage of the amount you borrow. We will not charge you any fee for our services. You can request the disclosure of any commission paid to us by writing to us at Auto Union Finance Limited, Auto Union House, 8 Eagle Park Drive Warrington, Cheshire, WA28JA t: 08448111023 | e: [qualitystandards@auf.co.uk](mailto:qualitystandards@auf.co.uk)

## Confidentiality and Data Protection

In accordance with the UK-GDPR (United Kingdom General Data Protection Regulation) we will retain your personal data for as long as we need to, but only in accordance to the reason you provided this to us in the first instance. We will retain your personal data for a longer period than the duration of any finance agreement that you enter into as a result of our processing your personal data. We will only process the personal information you provide to us when we have your consent to do so. We will only use your personal information to allow us to administer your application for finance with us.

For further information on how we handle and store your personal data along with understanding your rights, please see our Privacy Notice available on our website <https://www.auf.co.uk/privacy-policy/> or speak to us on 08448111023

## Credit Searches

We will carry out searches with Credit Reference Agencies to find the most appropriate finance for your circumstances. Whilst we restrict the number of searches to as few as possible, there may be occasions where multiple searches are required. We will only share the personal information you provide to us with other organisations as part of your application. For more information regarding this, please see our [Privacy Notice](#).

It is important that you give us accurate information. The lender will check your details with fraud prevention agencies where false or inaccurate information is evident; such details will be shared with fraud prevention agencies. Law enforcement agencies may also access and use this information to prevent fraud and money laundering.