



## **Important Please Read**

### Status Disclosure Document

Dear Customer

Please read the following document in addition to your pre-contract information and SECCI. You should consider the information given in all 3 documents before signing your finance agreement.

## **STATUS DISCLOSURE**

### Financing your purchase – Frequently Asked Questions

#### **Who Are We?**

Balmoral Motor Co Ltd. Company registration number – SC240844. Our registered address is – 56 Easterhouse Road, Easterhouses, Dalkeith EH22 4EL.

#### **What can we do to help finance your purchase?**

We are authorised and regulated by the Financial Conduct Authority for credit brokerage. Our FCA number is 927133.

We work with a number of carefully selected credit providers who may be able to offer you finance for your purchase. We are only able to offer finance products from these providers who may offer us an incentive to do so. We will not charge you any fee for our services.

#### **Can we give you independent financial advice?**

No, we are not independent financial advisers and are unable to give you independent financial advice.

#### **What can you do if you wish to complain about our services?**

If you wish to make a complaint, please contact us in the first instance by writing to us at Customer Services Department, Balmoral Motor Co Ltd, 56 Easterhouse Road, Easterhouses, Dalkeith EH22 4EL or by telephoning us on (0131) 663 3454 .

You have the right to refer any unresolved complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Telephone: 020 7964 1000

Fax: 020 7964 1001

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)