

About Us

Business / Trading Name: My Car Place (www.mycarplace.co.uk)

Legal entity: Peter Rushforth, Colin Woodhouse & Martin Street (trading as The Left Hand Drive Place)

Address: Whitney Road, Basingstoke, Hampshire, RG24 8NS

Telephone: 01256 461173

Email: cars@lhdplace.co.uk

My Car Place / The Left Hand Drive Place is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Firm Reference Number (FRN) is 979301. You can check our details on the Financial Services Register at www.fca.org.uk/register.

Our Role and Permissions

We act as a credit broker, not a lender. We are authorised by the FCA to carry out the following regulated activities:

- Secondary credit broking
- Debt counselling and debt adjusting, limited to relevant credit activities as defined in paragraph 2G of Schedule 6 of the Financial Services and Markets Act 2000

We do not provide independent financial advice. Any finance is subject to the lender's terms, conditions, and approval.

Motor Finance

We can introduce you to a limited number of finance providers who may be able to offer finance to help you purchase a vehicle. Finance products may include:

- Hire Purchase (HP)
- Personal Contract Purchase (PCP)
- Conditional Sale

Where specific finance products are referred to, this is for illustrative purposes only and does not limit the range of regulated motor finance products that may be available through our finance providers. The finance provider will make the final decision on your application.

How We Are Paid

If you take out finance through us, we may receive a commission from the finance provider for facilitating the introduction and arrangement of your finance. This commission is calculated as a percentage of the amount you borrow and will be disclosed to you clearly and transparently before you proceed. We do not charge you a fee for our services. The finance provider pays the commission to us.

Complaints

If you are unhappy with our service, please contact us: **Email:** martin@lhdplace.co.uk
Telephone: 01256 461173

We will aim to resolve your complaint within 8 weeks. If we cannot resolve your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service:
Financial Ombudsman Service www.financial-ombudsman.org.uk Telephone: 0800 023 4567