

**Initial Disclosure Document**  
**Complete Vehicle Management Limited**

This document sets out how we will deal with you in the provision of services for Credit Broking. **Complete Vehicle Management Limited** is authorised and regulated by the Financial Conduct Authority (FCA.)

**OUR SERVICES**

We will at all times act in your best interests, we will source finance from the market that is suitable to the requirements you disclose to us. When the preferred option has been agreed, we will provide you with information about the loan and the provider of this to ensure you understand your responsibilities and commitments, before proceeding.

**FEEDBACK**

Our aim is to provide you with a professional and confidential service that delivers the highest possible standards. However, there may be occasions where you feel this has not been achieved and should you wish to make a complaint about any aspect of the service we provide to you, you can do this by writing to **our customer relations department via email [feedback@cvmgroup.co.uk](mailto:feedback@cvmgroup.co.uk) or, Customer Relations, 7 Little Park Farm Road, Segensworth, Fareham PO15 5SJ** or by telephoning us on **01489 880050** where we will try to resolve your concern at the earliest time possible.

**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 passing this information to one or more potential lenders or credit brokers to enable them to make a credit decision. These lenders 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. In cases where your initial application may be refused by the most suitable lender, your application may be referred to other lenders or credit brokers who may also share information with credit reference agencies in order to assess your application for finance. Those lenders or credit brokers will not use your personal information to provide you with promotional or marketing material, unless you opt-in to receive this material directly with them. 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: in writing: Complete Vehicle Management Limited 7 Little Park Farm Road, Fareham, PO15 5SJ  
by telephone: 01489 880050  
by email: [richard@cvmgroup.co.uk](mailto:richard@cvmgroup.co.uk)

**OUR FEES**

Complete Vehicle Management LTD & its subsidiaries is a broker & not a finance company & we do not charge any fees for any of our services.

INITIAL DISCLOSURE DOCUMENT  
VERSION 3  
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