



KHANDOKAR & CO.

1 CORNHILL LONDON EC3V 3ND

INFO@KHANDOKAR.CO.UK

Commercial Credit Services

The Financial Conduct Authority (FCA)

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you. Khandokar & Co Limited is not authorised and regulated by the Financial Conduct Authority and is permitted to advise on and arrange commercial credit contracts.

Whose Commercial Credit do we offer?

As a Financial Conduct Authority non-regulated commercial credit provider we can introduce you to a select group of products which may be able to help you finance your vehicle. These group of products provides us with a range of flexibility which may be suitable for your purchase. We will explain the key features of each product to you.

Which service will we provide you with?

We will take steps to ensure that, in the course of advising you, we will only make a recommendation that will be suitable for your demands and needs at the time that the recommendation is made.

In assessing your demands and needs we may seek information about your business circumstances and objectives which may be relevant, in order to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

What will you have to pay us for our services?

We do not charge fees for our Commercial Credit services. We may receive interest payments only on the amount loaned and not from any other benefits from any providers should you decide to enter into an agreement with the Khandokar & Co as a provider.

Confidentiality & Data Protection

As part of the process of obtaining finance for your vehicle we may need to share your details on to one or more of our credit reference partners. A list of these partners together with their commercial credit licence numbers are available on request. Any organisation approached for credit will need to undertake credit search with a credit reference agency which may affect your credit rating.

What to do if you have a complaint

As an organisation we are committed to treating our customers fairly before, during, and after a sale.

Before the sale you can expect:

- To have any significant and unusual exclusions or exceptions to the policy brought to your attention
- A clear statement of price, including where applicable a breakdown of any interest charges
- Details of your cancellation rights and our complaints procedure
- Copies of your policy documentation or information as to when these documents will be dispatched

After the sale you can expect:

- Not to encounter any barriers to cancelling your policy within regulatory agreed timeframes
- To have any complaint dealt with in a timely and professional manner

If at any time you feel you have not been treated fairly by any member of our staff please contact us at the address of telephone number.

If you cannot settle your complaint with us, you may be entitled to refer is to the Financial Ombudsman Service. You should write to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Telephone 0800 023 4567.

If you have any questions or queries please contact O. U. KHANDOKAR on 07960001116 or email info@khandokar.co.uk who will be happy to help.