
1. Our Firm's Regulated Status

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you. Should you require further support to assist you in understanding the products and services we offer, please let us know. All finance and insurance products are optional.

Our company details are: John Grose Group Limited. Registered Office: Whapload Road, Lowestoft, Suffolk NR32 1NN. Registered number 01491537. Our FCA permitted business is arranging general insurance and finance contracts.

John Grose Group Limited is directly authorised and regulated by the Financial Conduct Authority with a limited permission for credit brokering. Our Firm Reference Number is 311058.

John Grose Group Limited is an Appointed Representative of AutoProtect (MBI) Limited which is authorised and regulated by the Financial Conduct Authority for Insurance Distribution. Their Firm Reference Number is 312143.

You can check this information on the FCA Register by visiting the FCA's website at <https://register.fca.org.uk>

2. Insurance Products

We only offer the following insurance products from the providers detailed:

- Cosmetic Repair Insurance - provided by Spectrum Insurance Services
- Manufacturer Extended Warranty – see note below *
- Short-term Motor Insurance – see note below *

We operate on a non-advised sale basis; therefore, no advice or recommendation will be provided on the insurance products listed. Nor do we provide a whole of market analysis for any of the insurance products we offer. We will complete an insurance suitability assessment based on the information you provide to help you make an informed decision about the insurance products available. We will receive a commission from the Insurer as a percentage of the total premium paid if you decide to enter into an agreement with them.

** Not all of our manufacturer partners provide these insurances - details of insurance providers are available upon request. Where short-term motor insurance is offered, we are an introducer only and you should discuss your needs and eligibility with the Insurer directly - we do not receive any commission for this introduction.*

3. Finance Products

John Grose Group Limited is a Credit Broker not a Lender. We are not an independent financial advisor and act in our own interests in respect of arranging finance; we do not make recommendations, nor do we source from the whole market. We can introduce you to a limited number of lenders and finance products to assist with your vehicle purchase and will provide you with information on products which may suit your requirements based on information you disclose.

Our approach for the purchase of new vehicles is to introduce you first to the relevant manufacturer supporting finance company. For the purpose of used vehicle funding, we operate with a preferred lender with whom we have a pre-existing relationship. If these firms are unable to make you a finance offer, we will inform you and request your permission to submit a proposal to another of our lenders - please ask for a list of our funding partners.

Occasionally, we may need to use the services of a credit broker - we will advise you if this is applicable. Please note that the terms available from secondary finance companies or a broker may be inferior to the manufacturer supporting finance company or preferred lender we initially introduced you to.

4. Fees and Commission Arrangements (finance products)

You will receive a quotation which will tell you about the costs of each of the products and any other fees relating to any particular credit agreement.

We do not charge a fee for introducing you to a lender. We will receive a commission from the lenders we partner with which will be either a fixed fee or a fixed percentage of the amount you borrow. Different lenders pay commissions at different rates, and some may also provide preferential rates for the funding of our stock vehicles as well as financial support towards our training and marketing.

For regulated agreements under the Consumer Credit Act 1974, prior to entering into your credit agreement, you have the right to ask us to disclose the amount of commission we will earn for arranging your credit agreement. If you would like more information, please email your request to the email shown below within the section for contact details. **However, please be assured that any such amounts lenders pay us will not affect the amounts you pay under your finance agreement, all of which are set by the lender concerned.**

5. What to do if you have a complaint

If you wish to register a complaint, please contact us:

in writing	PA to the Directors, John Grose Group Limited, Foxtail Road, Ipswich, Suffolk, IP3 9BE
by email	directorspa@johngrose.co.uk
by phone	01473 270707

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (www.financial-ombudsman.org.uk/).

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

General Insurance advising and arranging is covered for 90% of the claim with no upper limit. Compulsory forms of insurance (eg Motor Insurance) are covered for 100% of the claim with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Please note - finance products are not covered by this scheme.