

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you. We are fully committed to delivering good customer outcomes and our business fully endorses the Consumer Duty in our business. All our staff are charged with the responsibility of implementing this in all our dealings with our customers.

2. Product Offering

Bapchild Motoring World (Kent) Ltd t/a Big Motoring World offer a limited range of financing and insurance products that we have chosen. Whilst we strive to provide you with suitable financing and insurance options, we receive financial incentives such as commissions from certain lenders and insurers and these incentives influence the options we present. Accordingly, the options we present may not reflect the most competitive or impartial terms that you could receive in the market. We only offer you the following insurance products from a limited number of insurers indicated below.

3. Service Provision

Finance Products

We are a credit broker and not a lender and can introduce you to a limited number of lenders and their finance products. The finance products we offer are Hire Purchase and Personal Contract Purchase. Bapchild Motoring World (Kent) Ltd t/a Big Motoring World have chosen to work with a panel of lenders. Our general approach is to introduce you first to our first-string lenders. If the underwriting or finance product availability criteria of our chosen first-string lender does not suit your needs, we will offer a finance option using our chosen second-string lenders, who have different lending criteria. We are not providing you with independent financial advice and are not impartial. We will provide you with information on the finance products which may suit your requirements based on information you disclose to assist you in making an informed decision on your purchase. You should decide whether the finance product is right for you.

Insurance Products

The insurance product we offer is SMART Insurance which is administered by AutoProtect (MBI) Ltd (FRN 312143) and underwritten by Red Sands Insurance Company (Europe) Limited. We will advise and make a recommendation for you after we have assessed your needs.

Non-Regulated Products

We can also offer you the following non-regulated products: Extended Warranty, Paint and Fabric Protection and Tyre & Alloy Protection.

All products are optional

4. Commission Disclosure

We do not charge a fee for our services. We will receive commission from the lender for introducing you, which will either be a fixed fee or fixed percentage of the amount you borrow. The lenders we work with will pay commission at different rates. The exact amount of finance commission will be provided to you in good time prior to conclusion of your finance contract.

5. Regulatory Oversight

We receive commission as a proportion of premium paid from our insurance provider if you decide to enter into an agreement with them. Bapchild Motoring World (Kent) Limited t/a Big Motoring World is authorised and regulated by the Financial Conduct Authority for Consumer Credit activities; our Firm Reference Number (FRN) is 686118. Bapchild Motoring World (Kent) Limited t/a Big Motoring World is also an Appointed Representative of AutoProtect (MBI) Limited for Insurance distribution purposes. AutoProtect (MBI) Limited is authorised and regulated by the Financial Conduct Authority for Firm Reference number is 312143. Our FCA Permitted business is arranging general insurance and finance contracts. You can check this on the FCA Register by visiting website www.fca.org.uk.

6. Complaints

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

in writing : Big Assist, Bailey Drive, Gillingham, Kent, ME8 0LS

by email: bigassist@bigmotoringworld.co.uk

by phone : 01634 244 211

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

7. 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 for any insurance products you purchase.

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 (e.g. 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

Once you have made a decision on the vehicle you wish to purchase, it is important to make a correct decision on the finance option that suits your circumstances. Big Motoring World specialists will assist you in understanding the funding options available to you. The below is a summary of those products with details of the potential benefits and limitations of each, please ensure that you understand the agreement you decide to enter in to.

Hire Purchase (HP)		
Outline	Features	Potential limitations
<p>A simple method of financing that gives you the certainty of a fixed interest rate, and fixed monthly payments throughout the agreement. The initial deposit and repayment period can be structured to help meet your budget and the length of time you expect to keep the vehicle. The deposit can be constructed from the trade in value of your current vehicle or in cash.</p>	<ul style="list-style-type: none"> • Fixed monthly payments • Ownership is transferred to you once the agreement is fully paid • This type of agreement is covered by the Consumer Credit Act 1974, this would allow: - <ul style="list-style-type: none"> ○ Lump sum payments can be made during the term of the agreement ○ Early settlement is possible if the balance of the agreement is repaid 	<ul style="list-style-type: none"> • The agreement is secured on your vehicle which means that if you fail to keep up repayments the vehicle could be repossessed • If you put down a lower deposit it could mean a higher risk of negative equity if you settle early or want to change the vehicle before the end of your finance

Personal Contract Purchase (PCP)		
Outline	Features	Potential limitations
<p>A form of Hire Purchase (as above) but where a proportion of the cost is deferred to the end of the agreement enabling lower monthly payments during the main term of the agreement.</p> <p>The deferred amount is referred to as a Guaranteed Future Value (GFV) or Optional Final Payment. Your anticipated annual mileage will be discussed with you to determine the GFV.</p> <p>At the end of the term, when the GFV remains you will have 3 options:</p> <ol style="list-style-type: none"> 1. Pay the GFV in full and keep the vehicle 2. Trade the vehicle in against a new vehicle purchase where the deposit will be any equity value left once the GFV is settled. 3. Return the vehicle with nothing more to pay (subject to condition and mileage terms in the agreement) 	<ul style="list-style-type: none"> • Fixed monthly payments • Potentially lower monthly payments than an HP agreement • Term of the agreement can be fixed to the term you wish to keep the vehicle • Ownership is transferred to you once the agreement is fully paid • This type of agreement is covered by the Consumer Credit Act 1974, this would allow: - <ul style="list-style-type: none"> ○ Lump sum payments can be made during the term of the agreement ○ Early settlement is possible if the balance of the agreement (including the GFV) is repaid 	<ul style="list-style-type: none"> • The agreement is secured on your vehicle which means that if you fail to keep up repayments the vehicle could be repossessed • If you put down a lower deposit it could mean a higher risk of negative equity if you settle early or want to change the vehicle before the end of your finance • Due to depreciation, it is possible that there will be no equity in the vehicle at the end of the term • An excess mileage fee is payable at the end of the term if you exceed the agreed mileage parameters and wish to return the vehicle