



Initial Disclosure Document

GRIDSERVE UK OMM Ltd

Address: Thorney Weir House, Thorney Mill Lane, Iver, SL0 9AQ

Tel: 0333 1234 333

What is an Initial Disclosure Document?

The Financial Conduct Authority (FCA) is the independent regulator of financial services. The FCA require GRIDSERVE to provide you with a document called an 'Initial Disclosure Document'. This document provides information about GRIDSERVE, the products offered, the services GRIDSERVE will provide, what the charge is for the services, who regulates GRIDSERVE and what to do if you have a complaint.

Use this information to decide if our services are right for you.

Who regulates us?

GRIDSERVE is a trading name of GRIDSERVE UK OMM Ltd.

GRIDSERVE UK OMM Ltd Financial Services Register no. 935650, is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486). Permitted activities include acting as a credit broker not a lender. You can check this on the FCA's website <https://www.fca.org.uk/register> or by contacting the FCA on 0300 500 8082.

The services we provide.

As an FCA regulated credit broker, we will take steps to ensure that, in the course of advising you, GRIDSERVE 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 GRIDSERVE may seek information about your personal circumstances and objectives which may be relevant, in order to identify your requirements. It is important that you provide accurate and relevant information.

What products do we offer?

GRIDSERVE work with major UK funders to offer leasing solutions, products and services, such as maintenance/servicing products and charging included packages (see following link for more information - <https://gridserve.com/legal-ev-leasing-policy/>) to both personal and business customers.

GRIDSERVE will not refer you to any other lenders without your consent. All the products offered are optional.

GRIDSERVE may receive a commission or other benefits from the finance provider should you decide to enter into an agreement with them as a result of the introduction. This is reflected in the monthly lease rate that you pay for your vehicle. The amount of commission received may vary depending on the terms of the funding. If you would like more information in relation to the disclosure of commissions, please email your leasing consultant or sales@gridserve.com.

What will you have to pay us for our services?

GRIDSERVE will charge an Arrangement Fee of £200 inc. VAT for the sourcing of the vehicle and the services. The arrangement fee is the broker fee charged by GRIDSERVE for the service and represents the costs incurred for arranging the lease, ordering the vehicle, securing a credit line, and organising delivery of the vehicle. This fee is payable by debit or credit card and is taken upon application via a secure payment link provided by Stripe (<https://stripe.com/gb>), along with all relevant paperwork signed by yourself instructing us to place an order on your behalf. Please see information notice for further information.



What to do if you have a complaint

GRIDSERVE commits to providing a high quality, transparent, and straightforward service to everyone GRIDSERVE interacts with. GRIDSERVE customer care aims to be awesome, so if you are not happy with a product or service, please get in touch.

We listen to complaints, treat them seriously, and learn from them to continuously improve your experience with us.

How to get in touch with GRIDSERVE

The Complaints Team
GRIDSERVE UK OMM Ltd,
Thorney Weir House,
Thorney Mill Lane,
Iver
SLO 9AQ
United Kingdom

Email: complaints@gridserve.com

How to get in contact with ITC Compliance Ltd

By writing to:

ITC Compliance Limited,
4 Monarch Court,
The Brooms,
Emersons Green,
Bristol,
BS167FH,

Email: complaints@itccompliance.co.uk

Telephone Number: 0845 177 22 66 or 0117 4403700.

What you should expect from GRIDSERVE

GRIDSERVE will acknowledge your complaint within 3 working days and try resolve issues straight away or within a further 3 working days from acknowledgment.

If GRIDSERVE manage to reconcile the complaint within the time-frame set out herein, a summary of what was done to resolve the complaint will be provided to you. If your complaint cannot be resolved immediately, you will be provided with a timescale and kept up to date on the progress of your complaint regularly.

To the best of GRIDSERVE's ability, we will try to remedy your complaint within 30 working days. However, whether the complaint has been resolved or not, you will receive communication detailing our investigations into your complaint.

Within 60 working days, a final response with full details of our investigations will be provided to you. If this is not possible for any reason, GRIDSERVE will write to you explaining the reasons for the delay and give you an indication of when a resolution is expected to be provided.

If it is not possible to resolve your complaint within this timeframe, GRIDSERVE will set out the reasons for delay and an indication of when your complaint is expected to be resolved.

Further Action

GRIDSERVE will try to successfully resolve your complaint, but in the rare cases you feel the response does not satisfy your concerns, please contact us.

In the unlikely event that a complaint remains unresolved after 8 weeks from the date it was made, you may be able to refer it to the Financial Ombudsman Service (FOS), dependent upon the nature of your complaint. The FOS provides a mechanism for resolving disputes which is a simple, informal and accessible alternative to the courts.

Their address is:

The Financial Ombudsman Service (FOS),
Exchange Tower.
LONDON
E14 9SR.

Email: complaint.info@financial-ombudsman.org.uk.

Tel: 0800 023 4567 (free), or 0300 123 9123 (costs no more than calls to 01 and 02 numbers).

The Financial Ombudsman Service offers a free, independent complaint resolution service. You have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of GRIDSERVE's final response letter's date.

Treating Customers Fairly

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 time frames.
- 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 or telephone using the number above.

Under distance marketing rules you have a 14-day period in which to cancel the purchase (cooling off period) of the vehicle. If you are obtaining the vehicle on finance this cooling off period does not apply. Full detail will be provided by the finance company within their pre-contractual information.

Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering, and renewing finance and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. A list of these third parties can be found below.

For full details of where your information will be sent and the purpose of such data transfer, please ask us.

Finance Partners

Hitachi Capital Vehicle Solutions Ltd
Lex Autolease
LeasePlan
Alphabet

Your information will be retained for a period of up to twelve years. During this time you have the right to obtain details of the information held and how it has been processed.

If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact



The Data Protection Officer
Gridserve UK OMM Ltd,
Thorney Weir House,
Thorney Mill Lane,
Iver,
SL09AQ;

Telephone: 0333 1234 333.

If we are unable to resolve your concerns then you have the right to refer the matter to the Information Commissioner's Office. Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website (www.ico.org.uk/for-the-public/)