

Legal & Compliance

This page sets out our status disclosure as well as other information which you may find useful.

Who are we?

IBZ MOTORZ LIMITED Limited is a credit broker, not a lender, authorised and regulated by the FCA for credit-related activities with reference number 939475. This can be verified by viewing the financial services register at <https://register.fca.org.uk/s/> or contacting the FCA on 0800 111 6768.

Our registered office is:

IBZ MOTORZ LIMITED Limited

723-727

High Road, Seven Kings, Ilford

IG3 8RL

Our registered company number is 11404365.

Our ICO registration number is CSN8994027.

We are independent from all lenders and product providers that we may introduce you to.

What do we offer?

Vehicle finance

Whilst we cannot finance the purchase of your vehicle ourselves we work with a diverse panel of carefully selected third-party lenders to whom we can

introduce you and provide you access to a wide range of competitive products. A list of all lenders we deal with is available on request.

There are other lenders in the market that we do not deal with and cannot introduce you to and the panel is subject to change.

Finance is subject to status and terms and conditions and we cannot guarantee that you will be approved for finance.

Insurance services

We offer the following insurance products:

- Retail Price Protection (GAP)
- Tyre and Alloy Insurance
- Smart Repair Insurance

What services will we provide you with

We will ask you a number of questions in order to select products for your consideration and provide you with details. You will then be able to make your own choice on how you wish to proceed. We are not independent financial advisers and so are unable to provide any advice or recommendations.

We may seek information about your personal circumstances and objectives to enable us to identify your needs. It is important that you provide us with accurate and relevant information enabling us to hone down the selection of the products offered, from which you can more easily make your choice.

What do we charge for our services?

No fee is payable by you to IBZ MOTORZ LIMITED Limited for our credit brokering services.

We may be paid a commission from the lender for deals that are written (typically a percentage of the amount advanced). The amount of commission paid to us may vary according to the interest rate charged by

the lender, however, we cannot change the rate of interest in order to earn more commission from a lender.

If we obtain an offer for finance for you and you would like to know the amount that we would receive in commission if you accept the offer (and how that amount was calculated), please contact us at info@ibzmotorz.co.uk.

On request, or before entering into a contract, you will receive Pre-Contract Credit Information for products regulated by the FCA. This will tell you about any other fees relating to any particular product.

Terms and Conditions of sale

Our terms and conditions can be found here:

- [Retail Customer Terms and Conditions](#)
- [Trade Customer Terms and Conditions](#)

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.

Further information about compensation scheme arrangements is available from the FSCS.

Affordability

You should assess the monthly payments that are required throughout the life of any finance agreement and ensure you are able to meet these obligations in addition to any other obligations you may have without suffering undue hardship. If you are aware of any future events that will affect your ability to meet these payments, you should ensure the lender is informed immediately.

Your credit rating may adversely be affected if you do not make payments when due which could make it harder or more expensive for you to access finance in the future.

How do we use your information?

Throughout the process of obtaining finance for your vehicle, we will need to collect personal information from you (and potentially family members e.g. partner) and pass this information to one or more third-party lenders to enable them to make a credit decision.

We will not disclose any of that information outside of the lenders to whom we have to send it for the purposes of obtaining finance. Those lenders who require the information do so in order to conduct an affordability and credit worthiness assessment and will do so with your consent when you provide the information.

In cases where your initial application may be refused by the most suitable lender, further searches may be carried out with other lenders on the panel in order to find a lender that is willing to accept your application for finance.

Neither the lenders nor IBZ MOTORZ LIMITED Limited, will use your information in order to provide you with promotional or marketing material unless you have specifically consented by opting-in to be provided with such material.

Further details on how we collect and use your information can be found in our [Privacy Policy](#) and [Cookie Policy](#)

Are there other finance providers?

You may be able to obtain finance or insurance for your purchase from other providers and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online.

What should you do if you have a complaint?

We aim to treat you fairly and responsibly. We carefully consider the products we offer with you, our customers in mind and ensure the information we provide is clear and understandable and that you are not misled. Our complaints handling process is fair and accessible and if we've made a mistake, we will aim to resolve the matter.

Customer Complaints Procedure

IBZ MOTORZ LIMITED is committed to providing vehicles, products and service to the highest standard. But we do understand that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to help resolve the situation in a fair and transparent way.

IBZ MOTORZ LIMITED will investigate all complaints competently, diligently and impartially obtaining additional information as necessary. Every complaint will be assessed fairly, consistently and promptly taking into account all relevant factors to ensure a fair outcome for you.

Step 1

Discussion with relevant member of staff

If you have a concern with either your vehicle or the service you have received at IBZ MOTORZ LIMITED, please firstly raise this with your relevant Business Manager. They are best placed to address your concerns and if required, will contact us directly on your behalf.

Step 2

Discussion with relevant department

In the event that you were unable to resolve your concerns through Step 1, you can raise your concerns to the relevant department.

Sales

sales@ibzmotorz.co.uk

Aftersales

jenz@ibzmotorz.co.uk

Step 3

Contacting us

Should you remain unhappy with the response given from Step 2, please address your concerns to the Legal Advisor by your preferred method from the list below;

Faz khan

faz@ibzmotorz.co.uk

IBZ MOTORZ LIMITED Limited

723-727

High Road, Seven Kings, Ilford

IG3 8RL

What you will need to provide

To help us investigate and try to resolve your complaint, please provide us with the following information:

- Your name and address;
- Details of how we can contact you;

- A clear description of your complaint;
- Details of what you would like us to do to rectify the situation;
- If appropriate, copies of any relevant supporting documentation.

Our commitment to you

1. We'll thoroughly investigate your complaint and offer a fair response that will take into account all the information available to us;
2. We will do our best to resolve your complaint quickly. If this is not possible, and your complaint relates to our credit broking, we will:
 - a. Within 5 working days, provide a written acknowledgement of your complaint and give you the details of who is handling the case and how to contact them;
 - b. Keep you updated on the progress of your complaint;
 - c. Within 8 weeks of receiving your complaint, we will either: write to you with our final response and the reason for providing this response, or explain why we are not in a position to give you a final response and let you know when we expect to be able to provide it;
3. We may not always provide the answer you are looking for, but we'll make sure we offer a clear explanation for our decision;

Modern Slavery Statement

Our latest Modern Slavery Statement can be found [here](#)