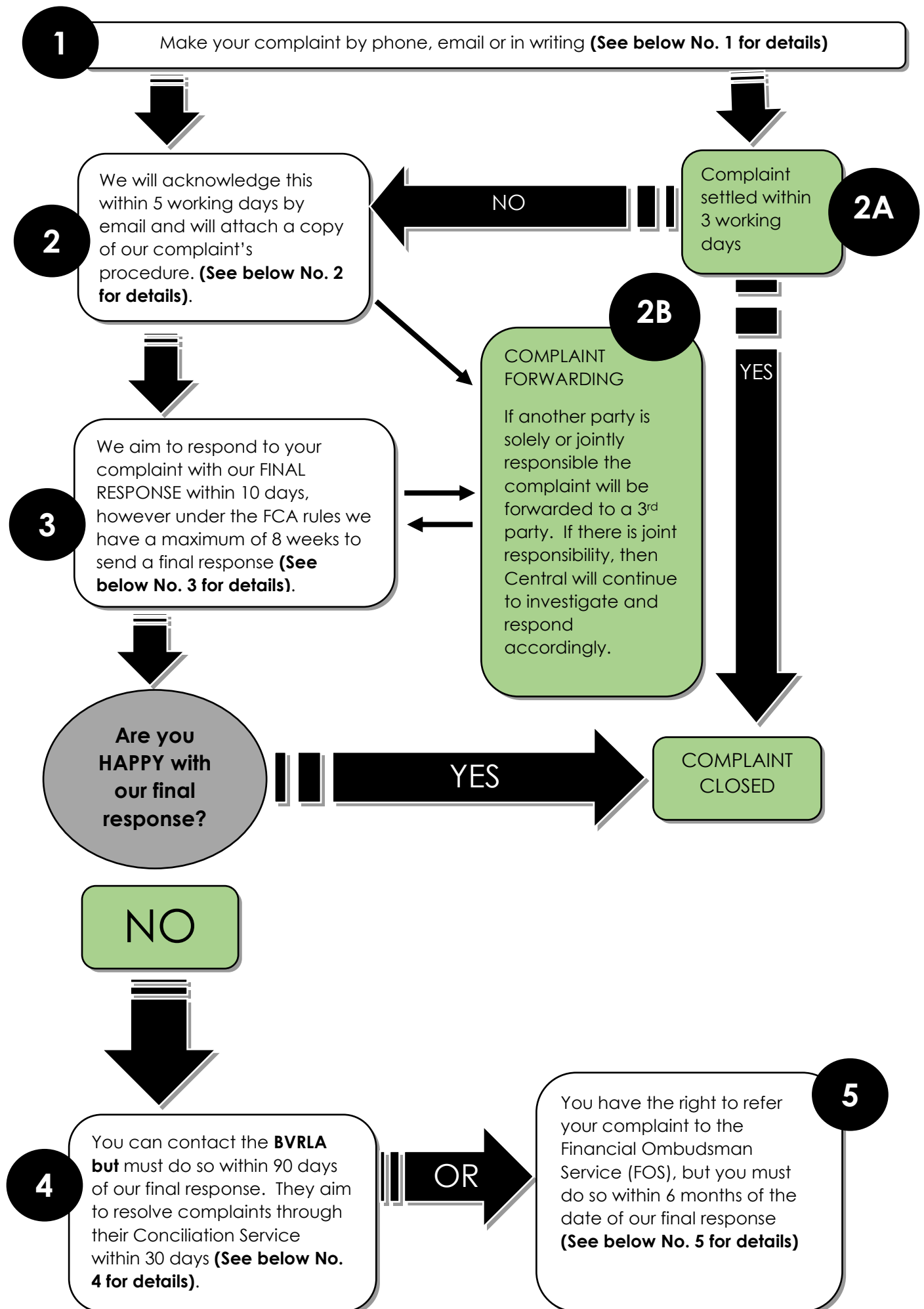


CUSTOMER COMPLAINTS PROCEDURE



1

MAKING YOUR COMPLAINT:

Your views are important to us, we want to resolve any issues quickly and efficiently.

Our contact details are:

Central (UK) Vehicle Leasing Limited, 1 Badhan Court, Castle Street, Hadley, Telford, Shropshire, TF1 5QX.

Tel: 01952 222720

Email: scott@centralukvehicleleasing.co.uk

Whether you call, email or write to us, we will need to know the following:

- a. Your full name and contact information
- b. Full details of your complaint
- c. Your vehicle details
- d. Details of what you would like us to do to put things right
- e. Photocopies of any relevant paperwork

2

ACKNOWLEDGEMENT OF YOUR COMPLAINT:

We will send you an acknowledgement within 5 working days from us receiving your complaint along with our complaint's handling procedure.

2A

COMPLAINTS RESOLVED WITHIN 3 WORKING DAYS:

Complaints settled to your satisfaction within 3 working days are communicated differently, we will promptly send you a Summary Resolution Communication, being a written communication from us which:

- a. Refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction;
- b. We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration or alternatively refer the complaint to the Financial Ombudsman Service or the BVRLA Conciliation Service (depending on the type of complaint).
- c. Indicates if we consent to waive the relevant time limits, (where we have discretion in such matters).
- d. Provide the relevant addresses of the Financial Ombudsman Service and the BVRLA Conciliation Service.
- e. Refer to the availability of further information on the website of the Financial Ombudsman Service and the BVRLA Conciliation Service.

2B

COMPLAINTS FORWARDING

If we receive a complaint, we believe relates to a matter for which another party is solely or jointly responsible we may forward the complaint to the third party; we will do so promptly, where we are jointly responsible, we will continue to deal with the complaint.

Types of complaints that we deem to be the responsibility of a 3rd party might be:

- A complaint about a delay in the delivery of the vehicle
- A complaint that a vehicle is dirty on delivery or that there is some defect
- A complaint about the quantum of repair costs at end of contract

3

OUR FINAL RESPONSE:

We will try to resolve your complaint without delay – we aim to advise our FINAL RESPONSE within 10 days but sometimes resolving an issue can take longer and we will endeavour to update you with progress, under the FCA rules we have a maximum of 8 weeks to send a final response to customers.

Our final response will be in writing (via email). We will include our findings and any action we have or will take. **OUR FINAL RESPONSE COULD BE:**

- We accept the complaint and where appropriate we will offer redress or remedial action.
- We offer redress or remedial action without accepting the complaint.
- Reject the complaint and give reasons for doing so.

4

BVRLA CONCILIATION SERVICE:

As a Leasing Broker Member of the British Vehicle Rental and Leasing Association (BVRLA), any unresolved disputes may be referred to the BVRLA by either the customer or by us Central (UK) Vehicle Leasing Limited. The BVRLA is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. You can contact the BVRLA but must do so within 90 days of our final response, they aim to reply to complaints within 30 days.

Details should be sent to:

Email: complaint@bvrla.co.uk

In Writing: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham, HP7 0DD

The BVRLA Conciliation Service will investigate potential breaches of the BVRLA Code of Conduct and will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from Central (UK) Vehicle Leasing Limited will be sent to the BVRLA within 5 working days. Based on the information available, the BVRLA will provide both parties with its findings and recommendations. The BVRLA aims to resolve complaints through the Conciliation Service within 30 days and members must comply with the Conciliations Service's findings.

OR

5

FINANCIAL OMBUDSMAN SERVICE (FOS):

If you have a regulated consumer contract with us and are not satisfied with our final response you can refer your complaint to the Financial Ombudsman Service. You must do so within 6 months of our final response. We will attach a copy of the Ombudsman leaflet 'Your Complaint and the Ombudsman' in our final response.

Details should be sent to:

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

In Writing: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

If you have any questions relating to our complaints handling procedure, please contact us on 01952 222720 or email our Complaints Manager scott@centralukvehicleleasing.co.uk