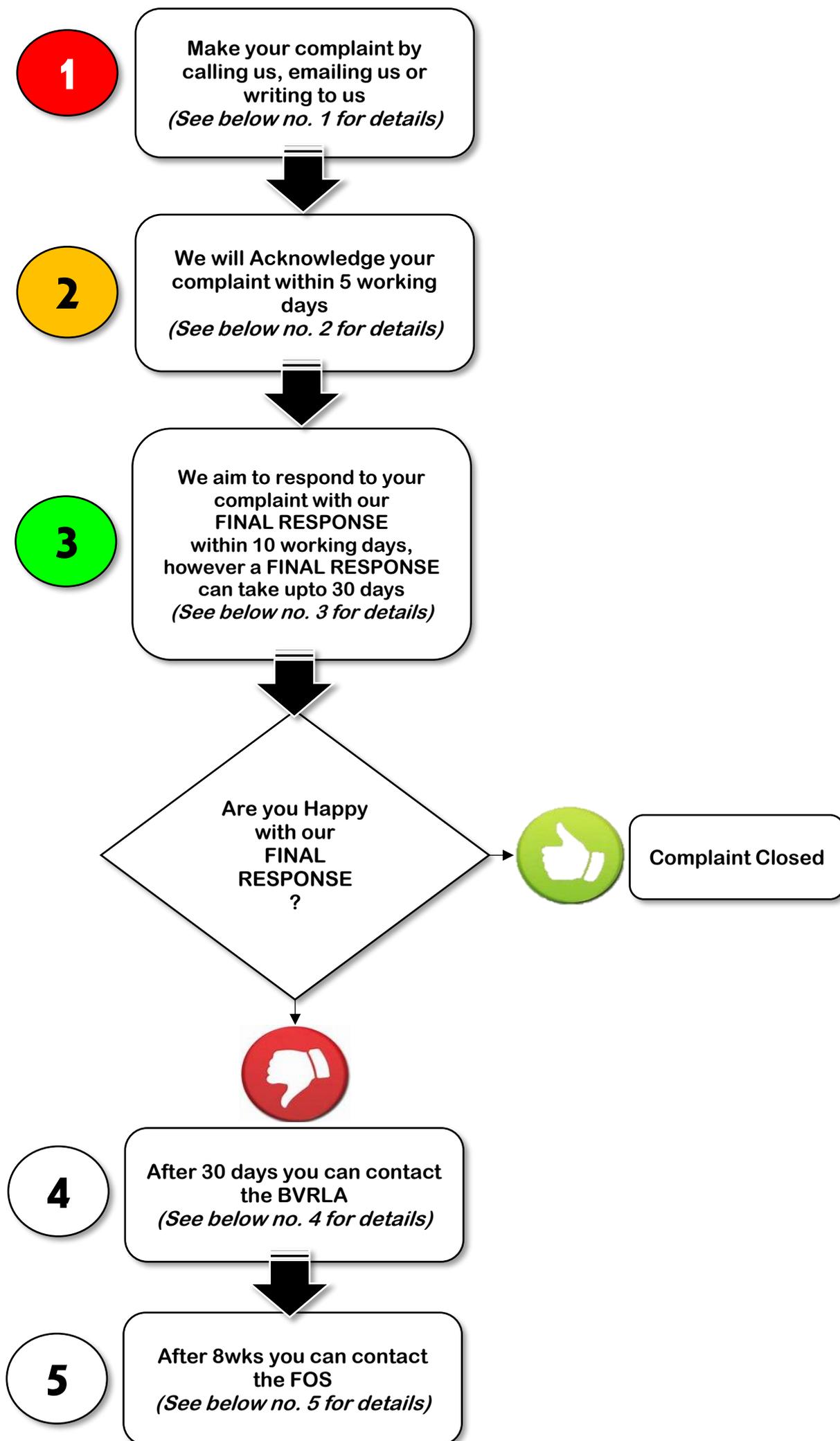


CUSTOMER COMPLAINTS HANDLING PROCEDURE/PROCESS



Making your Complaint:

Your views are Important to us, we want to resolve any issues quickly & efficiently.

Our contact details are:

Central Vehicle Leasing:

1 Badhan Court, Castle Street, Hadley, Telford, Shropshire, TF1 5QX

TEL: 01952 222720

EMAIL: craig.maiden@centralukvehicleleasing.co.uk

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

- Your full name and contact information
- Full details of your complaint
- Your lease agreement/vehicle details
- Details of what you would like us to do to put things right
- Photocopies of any relevant paperwork



Acknowledgment of your Complaint:

- We will send you an acknowledgement within 5 business days from us receiving your complaint.



Our Final Response:

- We will try to resolve your complaint without delay - we aim to advise our FINAL RESPONSE within 10 working days but sometimes resolving an issue can take us some time but we will update you with our Progress. We do however have up to 30 days to send you our FINAL RESPONSE.

- Our FINAL RESPONSE will be in writing (via email).
- We will include our findings & any action we have or will take.

OUR FINAL RESPONSE COULD BE:

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



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). 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.

Details should be sent by email to: complaint@bvrla.co.uk

If you do not have access to email, details can be sent by post to:

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 New Vehicle Solutions Limited will be sent to the BVRLA within five working days.

Based on the information available, the BVRLA will provide both parties with its finding 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.



Financial Ombudsman Service

If you have a regulated consumer contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service 8wks after th complaint has gone through the BVRLA.

Details should be sent by email to: complaint.info@financial-ombudsman.org.uk

If you do not have access to email, details can be sent by post to:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

You must do this within six months of our final response. If you have any questions relating to our complaints handling procedure, please contact us on 01952 222720