



Initial Disclosure Document

What is an Initial Disclosure Document?

Thank you for considering our services as an Introducer Appointed Representative (IAR) for car finance. This Initial Disclosure Document aims to provide you with important information about our role as an IAR and the services we offer in relation to car finance introductions to credit brokers. Please take the time to read this document carefully and let us know if you have any questions or require further clarification. The Financial Conduct Authority (FCA) is the independent regulator of financial services and requires us to provide you with a document called an 'Initial Disclosure Document'. This document provides information about us, the services we will provide, what we charge for our services, who regulates us and what to do if you have a complaint.

Who regulates us?

SUSAN KAREN HOLMES T/A Holmeward Car Sales & Service Bay (FRN 1064102) is an Introducer Appointed Representative of Jigsaw Finance Ltd (FRN 679612) which is authorised and regulated by the Financial Conduct Authority. You can check this on the FCA's website www.FCA.gov.uk/register or by contacting the FCA on 0300 500 8082.

Consumer duty and Treating customers fairly.

Ourselves and Jigsaw Finance Limited are fully committed to treating customers fairly and delivering good outcomes for all customers as a natural result of our commitment to the core values that underpin our culture.

We are dedicated to acting in our customer's best interests, providing fair and transparent services, car finance options that meet your individual circumstances and providing continued and ongoing support.

If you have any questions, or concerns, or require further information, please do not hesitate to contact us.

Which service will we provide you with?

Our primary service is to introduce you, the customer, to credit brokers who may be able to assist with car finance options tailored to your needs. As an IAR, we do not provide car finance ourselves, nor can we speak to you on behalf of the broker regarding finance options. We act solely as an intermediary, connecting you with the credit broker who specialises in car finance. Jigsaw offers a non-advised service, meaning they cannot give you advice or a recommendation on products. But in assessing your application they will ask you for information to enable them to identify your needs

and present a selection of products relevant to your requirements. You will then need to make your own choice about how to proceed. You will receive the pre-contract credit information which will detail the Terms & Conditions of the product you have chosen and advise you about any other fees and interest relating to the product. Please note that their telephone calls are recorded for training and monitoring purposes.

What products does Jigsaw offer?

Jigsaw Finance Limited and associated trading styles is a credit broker and not a lender, who can introduce you to a limited panel of lenders, who have different interest rates and charges. We work on a non-advised basis, meaning we cannot offer advice or make recommendations on products. We will explain the key features of your chosen product to you, and you must decide whether the finance product is right for you.

We are only able to offer finance products from these providers, which may be suitable for you. Although we receive commission from lenders, we aim to provide finance solutions that meet our customers' needs. Jigsaw is not impartial, and we may be influenced by the amount of commission we earn.

You can view our products in more detail by accessing the following link on our website _ <https://www.jigsawfinance.com/finance-products-explained>, alternatively you can request a copy to be sent by email or post. We would advise you to view these to ensure you are satisfied that the product you have chosen meets your requirements.

We offer additional optional products to help protect your vehicle; these will be offered and discussed with you throughout your journey and are based on your vehicle value, type and affordability. Additional products are completely optional and will only be sold where required and with consent.

How jigsaw works

When you apply for finance through Jigsaw Finance, we assess your application and send it to a selection of lenders from our panel. Our process is structured into three stages (referred to as 'classes'), prioritising lenders based on their likelihood of offering you an approval, APR and not solely on commission levels.

- **Class 1:** We will initially try funders specialising in Prime or Near Prime finance who utilise a soft credit check to avoid unnecessary credit searches. We will initially approach up to four lenders. These lenders have a strong likelihood of approving applications for customers with a good credit profile and use soft searches that do not impact your credit score.
- **Class 2:** If you do not receive an approval from Class 1 lenders, we will send your application to additional lenders from our panel.
- **Class 3:** If no approval is secured from Class 1 or Class 2, we may send your application to a lender which specialises in customers with more complex credit histories.

Our process is designed to balance lender efficiencies and approval rates while ensuring that customers receive a fair and appropriate finance offer.

Important Information About Jigsaw's Lender Selection

- Not all lenders on our panel will be considered in the initial stages of your application.
- You may have received different offers from lenders outside of the initial selection process, but we will only send your application to additional lenders if an approval is not secured in the first round.
- If you would like us to consider a wider selection of lenders from the outset, please let us know before proceeding.
- We will always offer you the best available rate from the lenders we approach within the respective class tier.
- Other lenders on our panel may offer different rates or terms that could be more suitable for your needs. However, these lenders will only be considered if you do not receive an approval from the first-tier or second-tier lenders.

The introducing motor retailer may have arrangements with other brokers or lenders, you may be able to negotiate a better or different finance arrangement if you shop around. We therefore recommend that you consider all available finance options before proceeding.

What will you have to pay us for our services?

We do not charge a fee for the introduction to Jigsaw Finance and Jigsaw Finance does not charge a fee for the introduction to the finance provider.

Jigsaws Commission Arrangements

We do not charge you a fee for our service; instead, we receive a commission payment from lenders for arranging finance on your behalf. The commission we receive may vary depending on the lender and product. The commission payment received is for the introduction and work in facilitating and arranging the finance for you and is a one-off payment from the lender to Jigsaw. We may share some of this commission with the introducing motor retailer (if applicable). The commission we receive from the lender may impact the amount you pay.

The lenders we work with pay commissions at different rates; these are predetermined and cannot be changed for your agreement. We are only able to offer finance products from these providers, which may be suitable for you.

Our lender selection process is structured to balance lender efficiencies with customer approval rates and APR. While we receive commission from lenders, we aim to provide finance solutions that meet our customers' needs.

The calculation of this commission is based either on a fixed fee or a percentage of the amount you borrow, this is determined and may vary by the commercial agreement Jigsaw has with the lender and could be higher for certain products compared to others.

The lenders we approach first are among the highest-paying lenders on our panel. However, they have also been selected based on their likelihood of approving customers with good credit profiles.

The amount of commission and how it is calculated will be disclosed to you and we will obtain your agreement in writing before proceeding.

If you have any questions about how we are paid or how we select lenders, please ask before proceeding.

Suitability and Affordability

Jigsaw Finance aims to support and tailor their service appropriately to those customers who may be particularly vulnerable due to their current circumstances or recent life events. If you have a disability, physical or mental health condition, feel vulnerable due to a change in personal circumstances, or just need extra support, please let a Jigsaw agent know and they will do their best to help you. You should make sure you have sufficient time and support to assess the information given to you and ensure the funding option offered is suitable for you and meets your requirements. If you are unsure, please don't hesitate to ask Jigsaw Finance for further explanations, help and support.

It is important that you only enter into an agreement if you can comfortably afford the repayments. You should assess the monthly payments you are required to make throughout the term of the agreement and ensure you can meet these and other current obligations without suffering undue hardship. If you are aware of any changes in your life or your household circumstances, that may affect your ability to maintain your loan repayments, please make Jigsaw Finance aware. Your credit rating could be adversely affected if you do not make payments when due which could make it harder or more expensive for you to access finance facilities in the future.

Data Protection

We take data protection and your privacy seriously. By providing us with your personal information, you consent to us processing your data in accordance with applicable data protection laws and regulations. We will only share your information with credit brokers for the purpose of facilitating car finance options. For more information on how we handle your data, please refer to our Privacy Policy, available on our website or upon request.

What to do if you have a complaint

The first step is for us to understand your complaint; if the complaint is in relation to the vehicle purchased, please contact us directly, you can contact us by

- **Phone:** 01422345267
- **Post:** Stump Cross, Halifax, West Yorkshire, HX3 7AE
- **E-mail:** holmewardcars@outlook.com

Alternatively, if the complaint is in relation to the finance, you can contact Jigsaw directly by

- **Post:** Complaints Department, Jigsaw Finance, Genesis Centre, Innovation Way, Stoke-on-Trent, Staffordshire, ST6 4BF.
- **E-mail:** complaints@jigsawfinance.com.

Please provide your name and daytime contact number where we can contact you between the hours of 9 am - 5 pm Monday to Friday.

We will promptly acknowledge your complaint in writing, investigate your complaint and endeavour to send you a final response within 8 weeks of receipt of the complaint. If we are unable to provide you with a final response within this time, we will send you an update. If you are not happy with our response, and you are an eligible complainant, you can escalate your complaint to the Financial Ombudsman, you must do so within six months of the date of the final response letter. You can

contact them:

By phone: 0800 023 4567

By post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

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

Address

Our trading address is Stump Cross, Halifax, West Yorkshire, HX3 7AE

Jigsaw Finance's trading address is Jigsaw Finance, Genesis Centre, Innovation Way, Stoke-on-Trent, Staffordshire, ST6 4BF.