

At Newgate, we're fully committed to providing the highest standards of customer service. We never forget that you have a choice of provider for your motoring finance needs and are grateful that you've chosen us.

Treating Customers Fairly is one of the key principles set by the Financial Conduct Authority to ensure fair treatment of customers, by improving standards across the financial industry.

Newgate Motoring Solutions Limited follows the relevant aspects of the six Treating Customers Fairly consumer outcomes on how we communicate with customers, the level of service we provide and the fairness of our products and procedures.

The six consumer outcomes for Treating Customers Fairly

Outcome 1

Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.

Outcome 2

Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly.

Outcome 3

Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.

Outcome 4

Where consumers receive advice, the advice is suitable and takes account of their circumstances.

Outcome 5

Consumers are provided with products that perform as firms have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.

Outcome 6

Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

We continually aim to understand the needs of our clients by;

- Ensuring that the marketing of our motor finance offers is appropriately targeted, clear, not misleading and highlights the key features/benefits of a product.
- Keeping our customers fully informed in a clear and fair manner that is unambiguous and not misleading.
- Ensuring our services are delivered with clarity and transparency and do not contain hidden conditions or rely on complex technical definitions.

We take your privacy seriously and follow the latest rules in relation to data protection to ensure that customers' details are kept secure and confidential.

All complaints are taken seriously and we will deal with any complaints promptly and make improvements to our operations where required.

If you have a complaint please contact nwilliams@newgatefinance.com in the first instance.