

The British Vehicle Rental and Leasing Association

The British Vehicle Rental and Leasing Association (BVRLA) is the UK trade body for companies engaged in the leasing, rental and fleet management of cars and commercial vehicles for both corporate and consumer users.

We are a member of the BVRLA and abide by their Leasing Broker Code of Conduct. This Code of Conduct sets out the standards that the BVRLA expects its members to achieve in all aspects of the brokering of leased vehicles and applies to any leasing transaction taking place in the UK. They carry out regular audits on all members to ensure that their standards are being met. Failure to do so will result in action being taken and may result in expulsion from the association.

Dealing with a BVRLA member assures you, the customer that you should expect the highest level of professionalism and integrity.

The BVRLA promotes ethical trading, clear pricing, transparent terms and conditions and high-quality vehicles and customer service standards. This code sets out the standards this its members shall comply with regarding:

- Pre-contract procedures
- Support during the contract
- End of contract procedures
- Complaint handling

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 and members must participate in the BVRLA Conciliation Service, which provides a channel for members and their customers to help resolve any disputes that they may have.

You can download a copy of the BVRLA Leasing Broker Code of Conduct from <http://www.bvrla.co.uk/resource/leasing-broker-code-of-conduct.html>