

# Initial Disclosure Document

## About Us

We are Alternative Route and Alternative Route Leasing, part of the Bridle Group and trading names of Hanborough Enterprises Limited.

Our trading address is 11 North Street, Portslade, Brighton, East Sussex BN41 1DH.

We are authorised and regulated by the Financial Conduct Authority for consumer credit activities and insurance distribution. Our Firm Reference Number is 631448 which can be verified by viewing the Financial Services Register at [www.fca.org.uk](http://www.fca.org.uk).

Our Data Protection Licence number is Z264186X.

We are a broker member of the British Vehicle Rental and Leasing Association and abide by their Code of Conduct

**We are a credit broker of vehicle finance, we are not a funder or lender.**

## Our Services

We are a vehicle finance broker and offer a range of vehicle finance products and services, provided by our panel of lenders from whom we may receive an introductory fee. We are not a funder or a lender.

## General Data Protection Regulation

During the process of obtaining finance for your vehicle we will need to collect personal information from you and this will be passed on to one or more third party lenders to enable them to make a credit decision. We will also need to pass personal data to vehicle, insurance and maintenance suppliers following acceptance of finance and your order and within our company Group for reporting purposes. We will not disclose your personal details outside of this unless we have your express permission. For full details please see our Privacy Policy at [www.alternativerouteleasing.co.uk/privacy-policy](http://www.alternativerouteleasing.co.uk/privacy-policy)

## Charges for our services

We will charge an administration fee of £234.00 including VAT (£195.00 plus VAT) for our Brokering Services, when you place an order. We will issue an invoice which must be paid within 7 days or prior to delivery of the vehicle, whichever is soonest. Payment can be made by direct bank transfer.

## Order Cancellation

If you cancel your order, we will charge a fee of £600.00 including VAT (£500.00 plus VAT). You will receive notice in writing of the charge within 48 hours of cancellation. We will issue an invoice which must be paid within 7 days. Payment can be made by direct bank transfer. Please note that the supplying dealer may also levy a cancellation charge.

## Complaints

Our Customers are extremely important to us and whilst we aim to provide a trouble free and excellent level of service, we know that sometimes things go wrong. If you have cause to complain, we take any complaint very seriously and promise to deal with it promptly, effectively and in a positive manner.

A complaint may be made to any member of our staff who will record the following details on our Customer Complaint Record, and send you a copy of our full complaints procedure which may also be found on our website [www.alternativerouteleasing.co.uk/complaints-procedure](http://www.alternativerouteleasing.co.uk/complaints-procedure)

Name, Address, Telephone No. and Email Address (if appropriate) of the complainant

- Date of complaint
- Details of the complaint

You may notify us of your complaint by phone, by email or by writing to us:

Alternative Route  
11 North Street  
Portslade  
East Sussex  
BN41 1DH