



DUTY OF CARE INFORMATION - ABOUT OUR FINANCE & INSURANCE SERVICES

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog, which regulates financial services in the UK. They require us to give you this document which is normally referred to as an Initial Disclosure Document (IDD) so that you are treated fairly when considering the purchase of Finance or Insurance products from us. Please use this information to decide if our services are right for you.

2. Our Finance & Insurance Products

We offer and arrange finance & insurance products from a limited panel of insurers & lenders; a list of these is available on request. Primarily we work with Mercedes Benz Financial Services (MBFS), and we will normally discuss MBFS products with you initially.

The Finance products we offer; & their characteristics, needs, and objectives that the product is designed to meet are listed below.

Agility – A type of PCP or personal contract purchase, Agility is designed to provide an affordable and effective means of funding Mercedes-Benz vehicles for all Customer Types that are unsure of their End-of-Contract intentions at the point of purchase. Agility is based on a Residual Value underwritten by MBUK and following the common UK market pattern with end of contract options to suit different customer needs/wants at the point of maturity, i.e., ownership hand-back or part exchange extension or refinance.

Hire Purchase (HP) - HP is designed to allow a customer to spread the full capital cost of the vehicle over a period in equal proportions. Van customers can include a balloon or residual value.

Contract Hire - It allows a customer (known as the lessee) to choose the vehicle they want, use it for a set period with an anticipated mileage, and then give it back to the leasing company (known as the lessor) at the end of the period of hire. The risks and rewards are therefore with the lessor under contract hire agreements. The lessee is renting the vehicle from the lessor for a fixed period and pays a fixed (normally monthly) rental for the use. The lessee is not responsible for the disposal or sale price of the vehicle at the end of the contract – which makes it a very easy and low risk way to run a vehicle.

Operating Lease - It allows a customer (known as the lessee) to choose the vehicle they want, use it for a set period with an anticipated mileage, and then give it back to the leasing company (known as the lessor) at the end of the period of hire. The risks and rewards are therefore with the lessor under contract hire agreements. The lessee is renting the vehicle from the lessor for a fixed period and pays a fixed (normally monthly) rental for the use. The lessee is not responsible for the disposal or sale price of the vehicle at the end of the contract – which makes it a very easy and low risk way to run a vehicle.

Finance Lease (Limited company Customers Only) - Aimed at customers who wish to take on the risk/reward of the asset sale at maturity, and who can benefit from reclaiming the VAT on the rentals due up to that point. Aimed at both retail and commercial customers but ideally suited to those that are VAT registered. A Finance Lease allows the customer to rent or hire a vehicle for a fixed amount of time for a fixed monthly rental. The contract can be structured with or without a balloon payment (residual value). At maturity, the customer is responsible for the sale of the vehicle to an unrelated Third Party and takes the risk of profit or loss, particularly when a balloon payment is part of the contract structure. A finance lease is not designed for customers who want to own a vehicle. Full and partial settlement is not available and ending the agreement early will incur a discounted payment of all rentals due.

In addition to manufacturer backed warranties (included in the price of new vehicles), we also offer:

- Extensions to the manufacturer's new vehicle warranties.
- Used vehicle warranties.

3. Our Staff

All our customer facing sales staff are SAF approved & trained & this training is updated annually, a list of our SAF trained staff is available on request. SAF testing is widely accepted as being the industry standard in finance training for vehicle sales staff. Additionally, we require our staff to undertake specialist Mercedes Vans finance related training at least annually to ensure they are fully up to date with the latest developments in vehicle funding regulations.

4. What You Can Expect From Us

That you will be presented with our full finance product range to ensure your financial objectives will be met (benefits and risks are adequately explained), ensuring you are able to make an informed decision.

You will be adequately qualified against the required mileage and term for RV based products before credit approval. Implications of going over or under contracted mileage before settlement or maturity will be clearly illustrated.

You will be offered a regular contract review which will include the significant and important sections of the contract and all available funding options will be highlighted accordingly.

We will offer an end of contract review with all customers after your MBFS maturing contract pack has been sent at 180 days to ensure you understand all end of contract options relevant to your finance product.



We will ensure that if you have chosen an RV product, you'll be offered a fair vehicle valuation at the end of the contract.

If you fall under the FCA definition of a "vulnerable customer" we have additional processes in place to ensure you are protected. These processes will be regularly monitored to evidence they are followed consistently. Our full vulnerable customer policy is available on request.

We will share information with the finance companies that we introduce you to. This will be designed to validate that good customer outcomes are achieved and support the development of our joint value proposition in the future.

Where information on our products and services is provided to you (either online or via other channels), we will ensure that it is wholly accurate and fully aligned with MBFS' own approved content.

5. What Service Do We Provide?

We may give you advice or personal recommendations regarding our regulated finance and insurance products, which will be based on the range of products that we have available from a limited selection of finance and insurance companies, and not based on a full market analysis. However, it is our policy to introduce and arrange finance and insurance products that are appropriate to satisfy the demands and needs of our customers, and we will use tailored questions to select the most appropriate product.

Some of the products offered by our panel of lenders will not suit every customer, for example, none of these products are suitable for customers who are unemployed or under the age of 18.

Additionally, there are some customer groups who may have additional scrutiny, checks or manual searches to ensure they are not unfairly excluded from our product range. A list of these groups is available on request.

6. Commission Disclosure

eStar Truck and Van Ltd may be paid a commission for arranging finance or insurance for you. The amount of commission we are paid for arranging finance or insurance for you is available on request. Fees charged by the finance company or insurance provider are clearly marked on their quotations and on their policy documentation.

Please note that we pay our sales staff commission on a fixed fee per case basis, this means that they are not incentivised to offer you one finance product over another, or one finance rate over another. This is intended to give you the very best outcome in your purchase from us.

7. Our Finance Rates

eStar Truck and Van Ltd have opted into the national MBFS new van rate which is set by MBFS. For used vans, we will choose from the MBFS rate ladder up to and including their top rate. These are competitive rates that are reviewed regularly. We believe that we offer good value for money for these reasons:

- We invest heavily in training our staff with annual SAF testing and regular in house and external training.
- We spend as much time as you need, to help you choose the very best product to suit your needs.
- We conduct post sale reviews and capture your intentions at the end of your agreement to help you renew, change, or sell your vehicle.
- We give you the choice of paperless or paper documents to create your finance agreement.
- Our trained sales staff are available on weekdays from 8 am until 9 pm and on Saturdays from 9 am until 4 pm to help and assist you.
- We provide all required pre-contract information for you to check in good time before you decide to complete it.
- We are able to support your purchase either on our premises or from the comfort of your home, fully online or in person.

8. Who Regulates Us?

eStar Truck and Van Ltd is authorised and regulated by the FCA. Our authorisation number is **933708**. You can check the FCA register by visiting their website at [Home \(fca.org.uk\)](https://www.fca.org.uk) or telephone them on 0845 606 1234 during office hours.

9. Ownership

Although we support our panel of finance companies, they have no shareholding or financial interest in eStar Truck and Van Ltd and likewise we have no shareholding or financial interest in any of our insurance providers.

10. Complaints Procedure

Treating customers fairly is at the heart of everything we do, however, in the unlikely event of that you wish to register a complaint about the sale of our finance or insurance products, please contact in the first instance.

By Email: complaints@estar.ltd (opens in new tab)

In writing: Customer Care Co-ordinator, eStar Truck and Van Ltd, Unit 3 Alchemy Way, Alchemy Business Park, Knowsley, L33 7AQ

By Telephone: 0151 8326760

We will acknowledge your complaint within 7 working days and we will then send you a final response to your complaint within 8 weeks of you advising your complaint to us.



In the unlikely event that a complaint remained unresolved after eight weeks, you have the right to refer it to the Financial Ombudsman Service (FOS).

Please note that you have 6 months from the date of our final response to refer your complaint to the Financial Ombudsman Service. Details of how to contact the FOS;

By Post

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

By Email

complaint.info@financial-ombudsman.org.uk

By telephone

0800 023 4567

You can also find additional information here: <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>