
The Financial Conduct Authority

The Financial Conduct Authority (FCA) is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Treating Customers Fairly

Our business is committed to treating our customers fairly and ensuring our products and services are suitable for their needs. Treating Customers Fairly (TCF) is a core part of our culture and philosophy and you can review our commitment to it by asking for a copy of our TCF policy statement.

Whose Products do we offer?

We act as a Credit Broker not a Lender. We can introduce you to a limited number of lenders who may be able to finance your purchase. We will only introduce you to these lenders.

Other Finance Facilities

You may be able to obtain finance for your purchase from other lenders and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online.

What will you have to pay for this service?

You will not make any payment to us for any introductions we make to finance providers regarding finance facilities to fund your purchase.

We may receive a commission payment from the finance provider if you decide to enter into an agreement with them. You can request us to disclose the amount of any commission received from a Lender.

Who regulates us?

Sonnauto (UK) Ltd is an appointed representative of Product Partnerships Limited which is authorised and regulated by the Financial Conduct Authority. Product Partnerships Limited's FCA registration number is and 626349 its address is Salts Piazza Offices, Salts Mill, Victoria Road, Saltaire, BD18 3LA.

Product Partnerships Limited's permitted business is to act as a Principal for a network of motor dealer Appointed Representatives who arrange regulated credit facilities for customers who are purchasing goods from them. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768 (Freephone) or 0300 500 8082.

What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: Write to Product Partnerships Limited, Salts Piazza Offices, Salts Mill, Victoria Road, Saltaire, BD18 3LA.

By phone: Telephone 01274 921234

By email: Email info@productpartnerships.com

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. If you would like to know how we handle complaints, please ask for a copy of our complaints handling process.

Confidentiality and Data Protection

Your information will only be disclosed to 3rd parties in the normal course of arranging and administering any services you request us to provide. This may include sharing your information with credit reference agencies and other companies for use in credit decisions and fraud prevention. For full details of where your information will be sent, and the purpose for doing so, or to cancel your consent for the processing of your personal data, please contact us in writing or talk to your Sales Adviser.