Website review Glossary

Table of Contents

Review carried out for

Company name – AUTO AVENUE BIRMINGHAM LTD

Trading as – **Auto Avenue**

FRN no. – 1055394

Website URL's – https://www.auto-avenue.co.uk/

This Glossary supports the Website Review Grid by providing detailed descriptions of identified risks, required wording, and regulatory references. Each section corresponds with an item in the Review Grid

Please can you carry out all required actions to address any identified risks in this report. If you wish to challenge or query any of these, you may contact us at finproms@automotive-compliance.co.uk.

Please note that websites qualify as 'advertisements' under FCA rules if they are promotional in nature.

Regulatory disclosure

Location on website – front page and footer

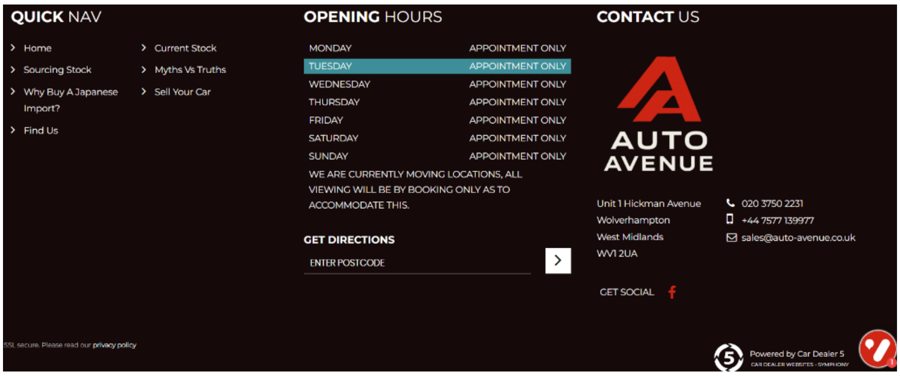
Link to page – https://www.auto-avenue.co.uk/

Required actions.

As a newly registered appointed representative you are required to add the below financial disclosure to your website. This needs to be added to the footer directly and not accessed through a drop-down, link or pop up. This is to ensure that the required disclosure wording is present on all pages promoting regulated activity.

Please can you also add the following to your website footer.

- Registered business number
- VAT number
- Registered FRN



AUTO AVENUE BIRMINGHAM LTD trading as AUTO AVENUE is an Appointed Representative of Automotive Compliance Ltd who is authorised and regulated by the Financial Conduct Authority (FCA No. 497010). Automotive Compliance Ltd's permissions as a Principal Firm allows AUTO AVENUE BIRMINGHAM LTD trading as AUTO AVENUE to act as a credit broker, not a lender, for the introduction to a limited number of lenders.

We are a credit broker and not a lender. We can introduce you to a lender on our panel. We may also work with credit brokers who have access to other lenders. We have commercial arrangements with lenders and credit brokers which are likely to influence who we introduce you to. We are not an independent financial adviser and don't give you any advice or recommendations. It is your choice whether you enter into any finance agreement.

We will usually receive a commission for your introduction. This will be either a fixed fee, or a fixed percentage of the amount that you borrow. Before we propose you to a potential lender, we will tell you of the likely amount of commission we will receive and seek your consent to receiving this commission. The exact amount of commission will be confirmed before you sign your finance agreement.

All finance applications are subject to status, terms and conditions apply, UK residents only, 18s or over. Guarantees may be required.

Complaints Policy

Location on website – front page

Link to page – https://www.auto-avenue.co.uk/

Required actions.

Please can you add a complaints page to your website. this must be accessed via link on your websites home page, ideally present at the top of the page and not present in a drop-down menu. In our template below we have included a general complaints policy. We recommend that you also show this to ensure that all complaints go to the correct contact in the first instance.

Our Complaints Policy

At {Dealership} we pride ourselves on delivering first class customer satisfaction to all our customers, however we understand that every now and again we unfortunately don't meet expectations. When this happens the first step to take is to get in contact with a member our team.

If you have a General complaint:

For complaints relating to non-regulated activities, this is anything concerning the dealership, sales or after sales. Please contact us directly via email with the details and any supporting documentation. If you do not have an email account, you can telephone us or send a letter.

{Address}
{Telephone no.}
{Email address}

Our management team is committed to resolve any issues or problems you have, whatever that may be. Often problems are quickly resolved within 24 hours leaving customers happy with the service they received.

If you have a Complaint regarding FCA regulated activities?

Regulated activities are Finance, if your complaint relates to these then please contact Automotive Compliance directly.

Automotive Compliance Ltd you can be contacted via post, telephone, or email:

Automotive Compliance Ltd
The Factory
44 Alfred Street
Gloucester
GL1 4DD
Telephone - 01452 671 560
Email ; complaints@automotive-compliance.co.uk

If we cannot resolve your complaint within 8 weeks, you may refer your dispute to the Financial Ombudsman Service. This service is free to use. Their consumer helpline is available on 0800 023 4567 or 0300 123 9123 or you can visit their website at www.financial-ombudsman.org.uk

Promotions on social media

We have a list of identified social media accounts.

Please can you confirm that these are correct and all social media presence has been identified.

Platform

Facebook :https://www.facebook.com/profile.php?id=100090063505692

Other :https://www.autotrader.co.uk/dealers/wolverhampton/auto-avenue-birmingham-ltd-10046735?msockid=127d6e897c4e679118707af07d696684

Next steps and follow up review

Fifteen working Days after the date of this report, we will complete a follow up review to assess progress on the required actions. To avoid further chasing, please ensure that all actions are completed before the follow up review.

Where any actions require additional time to complete, please provide an update before the fifteen working day follow up. Can you confirm:

- How you are addressing the identified risk
- When you expect to complete these actions.

If you have any queries or concerns, please contact us at Finproms@automotive-compliance.co.uk