Within this pack you will find important information about our insurance products, our Financial Conduct Authority (FCA) regulatory status, how we are paid for any sales we may make, how to complain should the need arise and how you are protected by the Financial Services Compensation Scheme

It is important that you read this document carefully before purchasing any regulated products.

Initial Disclosure Document

Qantara Finance Ltd
Address: Office 1, Izabella House, 24-26 Regent Place, Birmingham, B1 3NJ
Telephone: 0330 133 9760

Qantara Finance Ltd is an appointed representative of ITC Compliance which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486). Permitted activities include acting as a credit broker not a lender.

Finance

As an FCA regulated credit broker we can introduce you to a selected group of lenders / brokers (see below) who may be able to help you finance your purchase. This group of lenders / brokers provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you.

AYAN CAPITAL LTD

We may advise you on the products, subject to your personal circumstances, though you are not obliged to take our advice or recommendation. Unless we consider it to be inappropriate given your personal circumstances, for certain vehicles e.g. New, our approach is to introduce you to the lender who is usually able to offer the best available package for you, taking into account the overall cost of the finance, residual valuations (where applicable) and other contributions. Accordingly, the options we present to you, from our limited panel of lenders, may not reflect the most competitive terms available in the market. You are not tied to funding via our panel of lenders and have the right to seek alternative options. However, in doing so, this may impact upon any offers provided by our panel of lenders in relation to deposit contributions, servicing or other schemes.

We are a commercial entity that expects to make a profit from this transaction. Consequently, lenders typically pay a commission to us for introducing you to them, calculated by reference to the vehicle model or amount you borrow. Different lenders may pay different commissions for such introductions; some lenders may also provide preferential rates to us for the funding of our vehicle stock and may also provide financial support for our training and marketing. Any such amounts they and other lenders pay us will not affect the amounts you pay under your finance agreement, all of which are set by the lender concerned. We do not charge you a fee for our services. Consequently, we do not act as a financial adviser or fiduciary. We act in our own interest and, whichever lender we introduce you to, we will typically receive commission from them based on either a fixed fee or a fixed percentage of the amount you borrow. Any and all commission amounts will be fully disclosed to you as part of your sales journey. You will be required to give your fully informed consent to our receipt of this commission. By doing this, you acknowledge that you understand our role as a credit broker and that we will receive a financial incentive if you take out a finance agreement with a lender that we introduce you to.

Where a finance provider represents a particular finance product as Sharia-compliant, we may introduce you to that provider. We do not ourselves provide, structure or certify Sharia-compliant finance products.

Sharia-compliant finance products may be structured differently from conventional interest-bearing finance. The relevant finance provider is responsible for explaining to you the structure of the product, including the payment obligations, fees, ownership arrangements and other contractual features, before you enter into a finance agreement. We do not provide independent Sharia or religious advice and do not make our own determination as to whether a particular finance product is Sharia-compliant. If you require Sharia-compliant finance, you should satisfy yourself that the particular product meets your own requirements and expectations regarding Sharia compliance, including obtaining independent Sharia advice if you consider this necessary. Any commission, fee or other remuneration we receive from a provider in connection with introducing you to a Sharia-compliant finance product will be disclosed to you.

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

Basis of our Service

Finance / Insurance

We have taken steps to ensure that if, in the course of advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

Confidentiality and Data Protection

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. A list of these third parties can be found below. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

Finance Partners

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Your information will be retained for a period of up to twelve years. During this time you have the right to obtain details of the information held and how it has been processed.

If you would like to exercise any of these rights or have any concerns with how we are processing your data then please contact the Data Protection Officer at Qantara Finance Ltd, Office 1, Izabella House, 24-26 Regent Place, Birmingham, B1 3NJ; telephone 0330 133 9760. If we are unable to resolve your concerns then you have the right to refer the matter to the Information Commissioner's Office. Further details about your rights and how to lodge a complaint can be found on the Information Commissioner's Office website (www.ico.org.uk/for-the-public/).

Your Protection

We always aim to provide a first class service, however if you have any cause for complaint any enquiry can be raised by either email, in writing or by telephoning ITC Compliance Limited, 3 Monarch Court The Brooms, Emersons Green, Bristol, BS16 7FH complaints@itccompliance.co.uk, 0845 177 22 66 or 0117 4403700. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567 or 0300 123 9123. Web address www.financial-ombudsman.org.uk You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme (FSCS). Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from FSCS. Details of ITC Compliance Limited's authorisation can be confirmed by contacting the FCA on 0800 111 6768 or by visiting the FCA\'s website http://www.fca.org.uk/register

Under distance marketing rules you have a 14-day period in which to cancel the purchase (cooling off period) of the vehicle. If you are obtaining the vehicle on finance this cooling off period does not apply. Full detail will be provided by the finance company within their pre-contractual information.

As an organisation we are committed to our customers receiving good consumer outcomes under the FCA’s Consumer Duty.
The Consumer Duty means you should receive communications you can understand, products and services that meet your needs and offer fair value and you get the customer support you need, when you need it.
Should you require any additional support during your purchase please visit our links page which provides details of organisations who can offer additional guidance and support.
If at any time you feel you have not received the information or support you expect from us please contact us at the address or telephone number above.