

Initial Disclosure Document

It is a legal requirement that Latitude Vehicles makes clear to you that when we act as a broker to facilitate a credit agreement, we will earn commission from the lender.

As a broker, Latitude Vehicles can introduce you to one of those funders but we are not impartial and cannot provide independent advice to you as to the suitability of any finance which may be provided by those funders.

The commission will be calculated based on the deal profile and all in line with guidance from the funder.

Once a deal has been underwritten and accepted, we will be able to confirm exactly how much commission will be claimed, and you will be provided with a form containing this information. You must sign this before or alongside the finance agreement. No deals will be processed until this is signed

Please ensure that you have considered what alternative finance options are available.

What will you have to pay us for our services?

There are a number of fees and charges that you should be aware of:

- Acting as a broker, we will receive commission from the finance provider.
- We will charge a documentation fee of £300 (£250 +VAT). This is taken at point of order and can be settled via bank transfer or card payment.
- We may charge a cancellation fee as set out in our T&C's, up to the value of £600 (£500+VAT) for services already provided. This would be invoiced at point of cancellation and payable via bank transfer or card payments

Who regulates us?

Latitude Vehicles Limited is an appointed representative of Altitude Funding Solutions, who is authorised and regulated by the Financial Conduct Authority FRN 842912.

What products do we offer?

We offer a number of finance products from a selected panel of lenders. You can find a list of the products that we offer on our website at [Latitude Vehicles | Helping your business with vehicle finance](#).

We are a credit broker of vehicle leasing, not a funder or lender.

Latitude Vehicles Limited is an Appointed Representative of Altitude Funding Solutions who is authorised and regulated by the Financial Conduct Authority FRN 842912. Latitude Vehicles Limited is an independent vehicle finance specialist, and we can introduce you to a range of funders. Latitude Vehicles Limited will receive payment in the form of commission from the funder if you choose to enter into an agreement with them. You will be informed of the value prior to an agreement being activated

Reviewed: November 2025

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Complaints

Here at Latitude we always aim to provide the best possible service to our clients, but we accept that on occasion there may be something that doesn't fully meet your expectations. To ensure that you have a clear method of raising any concerns or complaints with us, we have provided our complaints procedure which will help us to deal with your feedback as quickly as possible to bring about a successful conclusion.

Who to contact if you are dissatisfied with us?

In the event we fall short of your expectations, please contact peter.nolan@altitudefs.co.uk in the first instance. By putting your complaint in writing, we commit to providing an initial response within seven business days from receipt of your complaint. You can also send a postal complaint to:

Complaints Dept
Altitude Funding Solutions
Centrix House
Newton-le-Willows
WA12 9UY

You are also able to raise your complaint by calling 0300 124 0489 and requesting that you are put through to Peter Nolan who will handle your complaint directly.

On receiving your complaint, we will do the following:

- Consider the content of your complaint
- Gather any evidence required to support your comments
- Present it to the Directors who will assess your complaint and make a judgement
- Respond to you within seven business days with a full breakdown of your complaint and our initial findings
- When a complaint is resolved, we will issue you with a summary in writing. A resolution will be brought about within eight weeks from the date of your complaint

If you remain unsatisfied either with the outcome of the complaint or the time it has taken to provide you with a response, or if eight weeks have passed between the date of your complaint and a response is yet to be received, you can contact the Financial Ombudsman Service. You **must** contact the Financial Ombudsman Service within six months of your original complaint. You can contact them by using any of the details below:

- Online: www.financial-ombudsman.org.uk
- Telephone: 0800 023 4567 or 0300 123 9123
- Email: complaint.info@financial-ombudsman.org.uk

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- Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Questions

If you have any questions at all about the services that we provide please don't hesitate to get in touch with one of the team either by email at enquiries@latitudeleasing.co.uk or by post:

Latitude Vehicles Limited

Centrix House

Newton-le-Willows

WA12 9UY

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