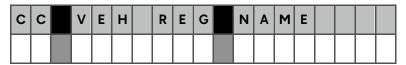
CUSTOMER CHECKLIST



Purchasing a car can be both a daunting, and exciting experience. As a part of our continued commitment to delivering the high standards of customer care, this document outlines the key areas you need to consider prior to the handover of your vehicle. Please take the time to review the following checklist help ensure that your vehicle collection is as smooth as possible. Some requirements may not apply to your purchase but if you have any problems meeting the requirements, please let us know at your earliest convenience. We thank you in advance for your attention.

Special Details		
Cherished Plate Transfers	i	
Additional documentation and a fe	e is required from you, by	y the Vehicle Registration Office. Please ask for details of how we can help you through the process
What we require regarding y	our Part Exchange:	
Registration Document -	3 days prior to hand o	over
Without a V5 logbook, we will	not be able to accept	t the vehicle. If the V5 document is not in your name please make us aware as soon as possible.
Current MOT Certificate Spare Keys (including mades) Service Record and Locki	ster) - 3 days prior to I	days prior to hand over hand over where applicable) - 3 days prior to hand over
Funding		
Payment of Balance Outs	tanding - The funds n	nust be cleared and in our bank account on the working day prior to the collection of your vehicle.
Proof of Address & Valid	Driving Licence (when	re our funding is being utilised) - 3 days prior to hand over
The majority of our customer available, shown below in orde		ur very competitive funding arrangements, however there are several other payment options
Bank Money Transfers, Faste	r Payments, CHAPS a	and BACS
You can arrange the transfer	of funds from your bar	nk account directly into our bank account via the methods below.
Please note that we will NEVE contact the retail centre to ve		providing alternative bank details to the ones provided below. If this document is sent via email, please prior to making a payment.
Account name:	Sort code:	Account number:
It is important that you provid	le us with information	to enable us to allocate your payment. Please ensure you quote your surname and vehicle registration

It is important that you provide us with information to enable us to allocate your payment. Please ensure you quote your surname and vehicle registration number as a reference. If the vehicle registration number is not available, we will provide you with an alternate vehicle identifier e.g. Stock No, Comm No orSales Order No. Additionally we will provide you with a two digit Cost Centre (CC) number.



Faster Payments / CHAPS

The Faster Payments Service can be used to send funds without clearing delays. This service allows banks to provide same day clearing of electronic payments in most cases. Payments are normally limited to a value under £10,000 (your bank will be able to advise you what their limit is). Alternatively, you can request your bank to electronically transfer higher transactional values via CHAPS. If the money is received by our bank by 5pm, the funds will be available immediately. If after 5pm, it will be available the following working day

BACS

If you choose to pay by this method your bank will transfer the funds to us but it's important to note that we must be able to recognise and associate yourpayment with the vehicle you are purchasing – otherwise it may take up to 4 days to clear (excluding weekends/bank holidays). It's therefore extremely important that you provide the reference as stated above with your payment so we can identify it as quickly as possible. In the event we can identify and allocate your payment, the funds will be classified as cleared same day (if received by 5pm).

Debit and Credit Cards

This facility with some bank accounts is not always available for larger amounts. Therefore we recommend that you contact your bank/card provider prior to making the payment. You will need to be present whilst the payment is being processed at the retail centre so that you can enter your PIN. Where we take apayment by this method it may take a little longer to approve as the card company will often request a phone call for security purposes. You will need to have the funds available in your bank account/account to ensure there is no delay in obtaining clearance. Due to the possibility of these additional security checks being carried out by the card company we are unable to process this type of payment over the phone and it is not possible for us to accept a card with a chip if the PIN is not entered.

Cheques - Personal Cheques, Business Cheques, Bankers Drafts, Building Society Cheques

If you choose this method of payment please ensure your cheque is with us a minimum of 10 working days (excluding weekends/bank holidays) before yourexpected hand over date. This is to enable us to bank the cheque and ensure it has cleared the banking system.

Cash

Cash can only be accepted up to the total value of £5,000 in any single transaction or group of transactions. The cash must be handed to the Sales Team and you will be provided with a receipt. It is not acceptable for cash to be banked directly at the bank via the counter straight into our bank accountfor amounts exceeding £5,000. These rules ensure we remain compliant with the legal requirements regarding money laundering. Any cash receipts exceeding the £5,000 limit, suspicious or not, have to be reported to our Money Laundering Officer and thoroughly investigated. Important Information concerning the types of Finance Agreements offered by Group 1 Retail Limited dealerships

Page 1 of 1 CC 11/24