



Compliance Manual

Home Counties Vehicle Consultants

1. Introduction

Home Counties Vehicle Consultants is committed to maintaining the highest standards of compliance and industry expertise. This Compliance Manual outlines our procedures for ensuring adherence to regulatory requirements, enhancing industry knowledge, and engaging with relevant bodies.

2. Yearly SAF Test

Objective: To ensure that we remain compliant with the Specialist Automotive Finance (SAF) standards and maintain our expertise in automotive finance.

Procedure:

- **Annual Testing:** We will complete the SAF test annually to verify our adherence to SAF standards and regulations.
- **Documentation:** Results and certificates from the SAF test will be documented and stored securely.
- **Review:** The test results will be reviewed to identify areas for improvement. Action plans will be developed as necessary to address any gaps.

Responsibilities:

- **Compliance Officer:** Responsible for scheduling and coordinating the SAF test.
- **Staff:** Must participate in training and preparation for the SAF test as required.

3. Maintaining Industry Knowledge and Expertise

Objective: To ensure that we stay updated with industry developments, regulatory changes, and best practices.

Procedure:

- **Continuing Professional Development (CPD):** Participate in relevant CPD activities, including seminars, webinars, and courses.
- **Industry Publications:** Regularly review industry publications, reports, and updates from regulatory bodies.
- **Networking:** Engage with industry peers and experts to exchange knowledge and insights.
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Responsibilities:

- **All Staff:** Required to participate in CPD activities and stay informed about industry changes.
- **Compliance Officer:** Coordinates CPD activities and ensures that staff have access to relevant resources.

4. Engagement with Ombudsman and FCA

Objective: To ensure active engagement with the relevant ombudsman services and the Financial Conduct Authority (FCA) for up-to-date information and compliance.

Procedure:

- **Ombudsman Services:**
 - **Sign Up:** Register with the appropriate ombudsman services relevant to our industry (e.g., Financial Ombudsman Service).
 - **Social Channels:** Follow ombudsman services on social media to receive updates and insights.
 - **Engagement:** Participate in any relevant consultations or feedback opportunities provided by the ombudsman.
- **FCA Mainlists:**
 - **Registration:** Ensure registration with the FCA and maintain up-to-date details on their mainlists.
 - **Updates:** Regularly check FCA updates, newsletters, and regulatory changes.
 - **Compliance:** Adhere to all FCA regulations and guidelines in our operations.

Responsibilities:

- **Compliance Officer:** Responsible for managing relationships with ombudsman services and the FCA.
- **Staff:** Should be aware of and adhere to the updates and guidelines provided by these bodies.

5. Record Keeping and Documentation

Objective: To ensure proper documentation and record-keeping for compliance purposes.

Procedure:



- **Documentation:** Maintain records of SAF test results, CPD activities, engagement with ombudsman services, and FCA registration.
- **Storage:** Store all documents securely and ensure they are easily accessible for review and audits.

Responsibilities:

- **Compliance Officer:** Ensures that all documentation is properly maintained and stored.
- **All Staff:** Responsible for contributing to the documentation process and keeping records of their individual activities.

6. Review and Audit

Objective: To regularly review and audit our compliance procedures to ensure effectiveness and adherence.

Procedure:

- **Annual Review:** Conduct an annual review of compliance procedures and update the Compliance Manual as needed.
- **Internal Audits:** Perform internal audits to assess compliance with SAF standards, FCA regulations, and other relevant requirements.
- **Feedback:** Incorporate feedback from audits and reviews to improve compliance practices.

Responsibilities:

- **Compliance Officer:** Oversees the review and audit process.
- **All Staff:** Provide feedback and participate in audits as required.

7. Contact Information

For any questions or further information regarding our compliance procedures, please contact:

- **Website:** www.hcvc.co.uk
- **Email:** hcvehicleconsultants@gmail.com
- **Phone:** 01462 547473

Conclusion

Home Counties Vehicle Consultants is dedicated to maintaining high standards of compliance and expertise. This Compliance Manual outlines our commitment to



adhering to SAF standards, staying informed about industry developments, and engaging with relevant regulatory bodies.