

Initial Disclosure Document

Last updated May 2023



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This Information relates to the activities undertaken by ScottishPower Energy Retail Limited.

The Financial Conduct Authority

The Financial Conduct Authority (FCA) is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Treating customers fairly

Our business is committed to treating our customers fairly and ensuring our products and services are suitable for their needs. Treating Customers Fairly (TCF) is a core part of our culture and philosophy and you can review our commitment to it by asking for a copy of our TCF policy statement.

What products do we offer?

We are a credit broker not a lender. We can only introduce you to Creation Consumer Finance Limited (Firm Reference Number: 311518) who may be able to offer you finance facilities, through an online application process managed by our provider, Koze Group Ltd (trading as Vendigo) (Firm Reference Number: 811281).

Other finance facilities

You may be able to obtain funding for your purchase from other providers and you are encouraged to seek alternative quotations and details of their products by researching on the high street, in the media and online.

What will you have to pay to us for this service?

You will not make any payment to us for processing a finance application or for introducing you to Creation Consumer Finance Limited. All charges that you will pay including interest, documentation fees or rentals, where applicable, will be clearly shown on the finance agreement.

Commission disclosure

We do not receive any commission for introducing customers to Creation Consumer Finance Limited.

Understanding our products and documents

If you have any health issues, difficulty in understanding information or there any recent life events that could affect your ability to fully understand the information and documentation you are presented with or what your commitments are under the agreement, you should

carefully consider the amount of time you require to review the documentation. You should also consider if it is advisable for you to have someone you know help you make your decision. Please advise us accordingly if this is the case and we can then proceed with your requirements in the most appropriate way.

You should make sure you have sufficient time to assess the information given to ensure the funding option offered is suitable for you and meets your requirements. You should seek further explanations and ask questions if needed to fully understand the documents you are given.

Affordability

You should assess the monthly payments you are required to make throughout the agreement and ensure you are able to meet these obligations and other obligations you already have without suffering undue hardship. If you are aware of any future events that will affect your ability to meet these payments, you should ensure the provider is informed immediately.

Your credit rating could be adversely affected if you do not make payments when due which could make it harder or more expensive for you to access finance facilities in the future.

Who regulates us?

ScottishPower Energy Retail Limited is an Appointed Representative of Product Partnerships Limited which is authorised and regulated by the Financial Conduct Authority; registration number 626349. Product Partnerships Limited's address is Suite D2 Joseph's Well, Hanover Walk, Leeds LS3 1AB and its permitted business is to act as a Principal for a network of firms who carry out consumer credit activities.

You can check this information on the FCA register by visiting www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

What to do if you have a complaint

If you would like to know how we handle complaints, please ask for a copy of our complaints handling process. If you wish to register a complaint, you can contact us at:

In writing:	ScottishPower Energy Retail Limited, Smart Solutions Complaints, FAO: Complaints Officer, 7th Floor, 320 St Vincent St, Glasgow G2 5AD.
By email:	Smartsolutionscomplaints@scottishpower.com

By phone:	Air Source Heat Pumps: 0800 559 3313 Electric Vehicle Chargers: 0800 975 7879 Solar PV and Battery: 0800 158 2084
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If you can't resolve a complaint directly with us, you can refer it to our Principal firm:

In writing:	Product Partnerships Limited, Suite D2 Joseph's Well, Hanover Walk, Leeds LS3 1AB
By email:	info@productpartnerships.com
By phone:	01274 921234

If you can't resolve a complaint with us, you may be able to refer it to the Financial Ombudsman Service whose contact details are set out below:

In writing:	The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
By email:	complaint.info@financial-ombudsman.org
By phone:	0800 023 4567 (free for most people calling from a fixed line) 0300 123 9123 (cheaper for those calling using a mobile) +44 20 7964 0500 (if calling from abroad)

Confidentiality and data protection

Throughout the process of administering services for you we will need to collect personal information from you and pass this information to one or more third party organisations in order for them to supply any services you request. This may include passing this information to Creation Consumer Finance Limited to enable them to make a credit decision. This lender may use your information to conduct an affordability and credit worthiness assessment and will do so using the consent given by you.

This may include sharing your information with credit reference agencies and other companies for use in credit decisions and fraud prevention. For full details of where your information will be sent, and the purpose for doing so, or to cancel your consent for the processing of your personal data, please contact us.

This lender will not use your personal information to provide you with promotional or marketing material unless you opt-in to receive this material directly with them.

A copy of our privacy policy, which details how your information will be processed and your rights, available on our website at scottishpower.co.uk, or a paper copy can be requested. To request this information please contact us:

In writing:	ScottishPower Energy Retail Ltd Registered Office: 320 St. Vincent Street, Glasgow G2 5AD
By email:	DataProtection@ScottishPower.com
By phone:	0345 270 0700