

**We have produced this leaflet to explain the options available to you at the end of your Personal Contract Purchase agreement, to allow you to make an informed and timely decision.**

## Your Options

You have three options relating to the final payment on your Personal Contract Purchase (PCP) agreement, listed below.

- **Retain the vehicle**, by paying the Optional Final Payment (OFP) as your final payment, sometimes referred to as the Guaranteed Future Value (GFV).
- **Renew the vehicle**, by part exchanging at a supporting dealership.
- **Return the vehicle**, by contacting us to arrange collection.

If upon reaching the end of your Personal Contract Purchase agreement, you want to keep your vehicle but are not able to make the final payment (OFP), we will, subject to eligibility, reschedule this amount for you. To find out more information about this option and to enquire if you are eligible, please contact Customer Services using the information contained in the footer of this leaflet.

## Retaining the Vehicle

Should you choose to retain the vehicle you need only inform us of your intention and allow the final payment (OFP) to be taken via direct debit if possible.

If you wish to make payment using a different method, please visit our website at [www.santanderconsumer.co.uk](http://www.santanderconsumer.co.uk) to obtain the relevant payment details or to pay by credit or debit card.

**If we receive no contact from you regarding your PCP option and you have an active direct debit in place, we will attempt to take the final payment from your account on your due date.**

## Returning your Vehicle

Should you exercise the option to return your vehicle to us, you will not be liable for the final payment on your agreement. This option cannot be used if the agreement is in arrears as all normal monthly instalments prior to the final payment must be made. The following liabilities also apply:

- If you return the vehicle at the end of the agreement and it has covered more miles than agreed, you will be required to pay a charge for excess mileage.
- If you have not kept the vehicle in reasonable condition for its current age and mileage you may be charged the cost of refurbishment.

It is important that you inform us of your intention to return the vehicle to us before the final month of your agreement. We will then aim to contact you before the final two weeks to discuss and arrange collection of the vehicle.

Your details will be passed to a firm who will manage the collection. They will contact you to confirm a specific date for the collection which you can expect to be close to the due date of your final payment. You will not be charged a fee for the collection of the vehicle.

You will need to be present when the vehicle is collected, as the agent will inspect the vehicle to check its mileage and overall condition. A report will be completed detailing this information and will be presented to you before the vehicle is taken away.

Once your vehicle has been collected, you will no longer be liable for your Optional Final Payment (OFP) payment. Providing there are no mileage costs or costs for refurbishment work to the vehicle for you to pay, we will issue you with a letter indicating that your finance agreement has come to an end and your credit file will be updated accordingly.

## Renewing the Vehicle

If you plan to renew the vehicle you will need to inform us of your intention and take the car to a supporting dealership. These dealers can be found on our website:

[www.santanderconsumer.co.uk](http://www.santanderconsumer.co.uk). The dealership will be able to assist you in exchanging the vehicle and setting up a new finance agreement, subject to approval.

**You will need to do this in good time; if a new finance agreement is not accepted by the date the final payment (OFP) is due you will be liable for making the payment.**

## Where to Begin

In the final months of your PCP agreement, we will contact you in writing and, if possible, by SMS on a number of occasions to ensure you are aware of the options you have. Once you inform us of your intention, we won't ask for this information again.

You can inform us of your intention regarding your PCP agreement by:

- **Visiting** our website [www.santanderconsumer.co.uk](http://www.santanderconsumer.co.uk)
- **Texting** in response to the SMS message you receive.
- **Emailing** the address provided in the footer of this leaflet (when emailing please provide your agreement number, full name, date of birth, first line of your address and postcode and your normal monthly instalment amount).
- **Writing** to us at the address in the footer of this leaflet or returning your PCP intention form sent in the final months of your agreement (if your agreement was e-signed, please provide us with proof of your signature e.g. a copy of your passport or driving licence).
- **Calling** us on the number provided in the footer of this leaflet.

---

## Customer Services

Santander Consumer Finance, Santander House, 86 Station Road, Redhill, Surrey RH1 1SR.

**Telephone:** 0800 085 1759\*

\*(calls from UK landlines and mobiles are free)

**Email:** [customerservices@santanderconsumer.co.uk](mailto:customerservices@santanderconsumer.co.uk)

**Website:** [santanderconsumer.co.uk](http://santanderconsumer.co.uk)

To request copies of this leaflet in alternative formats (e.g. large print, Braille, audio tape) please contact us using the details shown above.