

“We aim to ensure that the financial services industry treats customers fairly and keeps to our rules and standards.”

The Financial Conduct Authority

During the course of the past year, Hyundai Capital UK Ltd (HCUK) has published a series of bulletins detailing important information about changes to the regulatory environment we operate in and also what actions we have been taking in respect of evolving our business model and proposition. As we move into the final month of 2014 I can now bring you news regarding two fundamental elements of that business model and proposition.

Commission and incentives

Delivering a commission structure that ensures good customer outcomes are maintained has formed a fundamental element of the HCUK business transition strategy for 2014. Certainly much time and effort has gone into devising an approach that will deliver a fair and transparent experience to consumers, whilst also being commercially viable to you, our Dealer network. I am delighted to report that November saw the launch of our new commercial terms and that the initial feedback has been extremely positive.

During the course of December your local Business Development Manager will be in contact with you to provide details of these new terms and also how we plan to transition to them over the coming weeks and months.

Sales Process

Week commencing 1st December saw the launch of the new HCUK sales process tool. The tool, which stores a digital footprint each time it's used, incorporates video product descriptors along with the ability to display side-by-side quotation examples. As such each and every customer will receive a consistent, high-quality explanation of our products, and an auditable sales process will exist. I am genuinely excited by the launch of this new tool.

As we move into Quarter one 2015, there are two other topics I would like to update you on:

1. Reporting Dashboard

A new, more comprehensive reporting dashboard will be launched in January. The dashboard will combine traditional sales reports (such as penetration and volume levels), together with a number of new elements such as customers complaints, early settlement levels and staff competence levels. The aim is to provide a robust report, one that clearly evidences how good customer outcomes are central to the culture and operation of our businesses.

2. Regional workshops - The FCA and your regulatory business plan

During December we will provide you with details about a series of regional workshops that will be run from late January through February 2015. The purpose of the workshops is to provide you with additional information about the new regulatory regime, starting with the FCA permissions process and incorporating the regulatory business plan you will need to develop as part of your application.

The workshops will be run at no cost to participants and will include a number of presentations including a session from Huntswood (www.huntswood.com) as well as allowing for a questions and answers session.

I hope you have found this latest bulletin to be informative and don't forget, all regulatory bulletins published by HCUK together with a number of other documents and related links can be found within the '*Dealers / Navigating through the FCA changes*' section of our website (www.hyundaicapital.co.uk).

Kind Regards

A handwritten signature in black ink, appearing to read "Stewart Grant".

Stewart Grant
Managing Director
Hyundai Capital (UK) Limited

THE CONTENT OF THIS BULLETIN IS FOR INFORMATION ONLY AND DOES NOT CONSTITUTE LEGAL ADVICE. IF LEGAL ADVICE IS REQUIRED, BUSINESSES SHOULD CONSULT THEIR OWN LAWYERS

Hyundai Capital UK Limited, 86 Station Road, Redhill, Surrey RH1 1SR. Tel: 0173 730 8650. Email: contact@hyundaicapital.co.uk

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