



Krish K <krishna8991@gmail.com>

Private seller sold me car with outstanding finance

7 messages

Krish K <krishna8991@gmail.com>

Mon, Mar 2, 2020 at 4:13 PM

To: customerservices@santanderconsumer.co.uk

Hi,

A private seller sold me car without informing me about an outstanding finance . I called on this number - 0871 200 4156. The call was disconnected when I was talking with customer service. Unfortunately, I don't have access to call 08 numbers from my phone. Please find my number - 07404 571071. Or I would be happy to provide you more information in the e-mail. I am trying to contact you based on the suggestion from the HPI report which I obtained after buying the car.

Thanks,
Krishna

~SC Customer Services <customerservices@santanderconsumer.co.uk>

Tue, Mar 3, 2020 at 1:51 PM

To: Krish K <krishna8991@gmail.com>

Confidential

Thank you for your recent email correspondence in relation to your agreement.

Unfortunately, due to data protection legislation, we are unable to discuss specific information by email., or advise any information to third parties.

Please can you provide us some information about the agreement, so we can get in contact with the customer as solve this issue.

If you require further information, please contact our Customer Service Department on 0800 085 1759. The telephone lines are open Monday to Friday, 8am-7pm and Saturday 9am-1:30pm



Customer Services

Santander Consumer (UK) plc

Santander House, [86 Station Road, Redhill, RH1 1SR](#)

Tel: +44 (0)800 085 1759

Fax: +44 (0)871 200 4151

Best bank-owned independent finance
provider of the year

Email: customerservices@santanderconsumer.co.uk

[Quoted text hidden]

Important: Internet communications are not necessarily secure and may be intercepted or changed after they are sent. Santander Consumer Finance does not accept liability for any such changes. If you wish to confirm the origin or content of this communication, please contact the sender using an alternative means of communication. Please note that neither Santander Consumer Finance nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this e-mail and any attachments. This communication does not create or modify any contract. The contents of this email and any attachments are confidential to the intended recipient. If you are not the intended recipient of this communication you should destroy it without copying, disclosing or otherwise using its contents. Please notify the sender immediately of the error. Santander Consumer (UK) plc trading as Santander Consumer Finance. Registered Office: Santander House, [86 Station Road](#), Redhill, RH1 1SR. Registered Number 2248870. Registered in England. Santander Consumer (UK) plc is authorised and regulated by the Financial Conduct Authority (in respect of agreements regulated by the Consumer Credit Act 1974 and for general insurance mediation activity). Our Authorised Firm Reference Number is 444327. You can check this on the Financial Conduct Authority's Register by visiting the FCA's website <https://www.fca.org.uk/register>.

Ref:[PDB#013C]

2 attachments



image002.jpg
10K



image003.jpg
2K

Krish K <krishna8991@gmail.com>

Wed, Mar 18, 2020 at 5:50 PM

To: ~SC Customer Services <customerservices@santanderconsumer.co.uk>

Hi,

I have already spoken with your customer service over the phone.
This is the car registration number - EJ13JJX

Thanks,
Krishna

[Quoted text hidden]

~SC Customer Services <customerservices@santanderconsumer.co.uk>

Thu, Mar 19, 2020 at 11:24
AM

To: Krish K <krishna8991@gmail.com>

Confidential

Thank you for your recent email correspondence in relation to your agreement.

Unfortunately, due to data protection legislation, we are unable to discuss specific information by email. Therefore, please contact us by telephone on 0800 085 1759. Our telephone lines are open Monday to Friday, 8am-7pm and Saturday 9am-1:30pm

We apologise for any inconvenience and look forward to speaking to you shortly.

Kind regards,



Customer Services

Santander Consumer (UK) PLC

Customer Services

86 Station Road, Redhill, RH1 1SR

+44 (0)8000851759

email: customerservices@santanderconsumer.co.uk

www.santanderconsumer.co.uk



[Quoted text hidden]

2 attachments



image002.jpg
2K



image004.jpg
10K

Krish K <krishna8991@gmail.com>

Sat, Aug 8, 2020 at 2:13 PM

To: ~SC Customer Services <customerservices@santanderconsumer.co.uk>

Hi,

I have received a letter from Santander Consumer Finance saying that you are waiting for the return of the questionnaire to explain how I obtained the above goods (Car with Registration number - EJ13JJX). I don't understand what questionnaire you are talking about in the letter. I never received any questionnaire. The letter also mentioned about contacting you at 0800 085 1759 number. Unfortunately, I don't have the facility to call 0800 numbers in my phone. Would you mind providing me with an alternative number or use the e-mail instead for further communication?

Please find the copy of the letter attached here.



Thanks,
Krishna
[Quoted text hidden]

~SC Customer Services <customerservices@santanderconsumer.co.uk>

Tue, Aug 11, 2020 at 10:43
AM

To: Krish K <krishna8991@gmail.com>

Confidential

Thank you for your recent email correspondence.

I can confirm that your email has been forwarded to the relevant department who will be in contact with you shortly. The email address for the department dealing with your enquiry is provided below for any further queries:

SCRecoveries@santanderconsumer.co.uk

If you require further information, please contact our Customer Service Department on 0800 085 1759. The telephone

lines are open Monday to Friday, 9am-5pm.



Customer Services

Santander Consumer (UK) PLC

Customer Services

Santander House, [86 Station Road, Redhill, Surrey, RH1 1SR](#)

Tel: +44 (0) 800 0851759

Fax: +44 (0) 871 2004151

From: Krish K <krishna8991@gmail.com>

Sent: 08 August 2020 14:14

To: ~SC Customer Services <customerservices@santanderconsumer.co.uk>

Subject: #External Sender# Re: Re: Private seller sold me car with outstanding finance

Hi,

I have received a letter from Santander Consumer Finance saying that you are waiting for the return of the questionnaire to explain how I obtained the above goods (Car with Registration number - EJ13JJX). I don't understand what questionnaire you are talking about in the letter. I never received any questionnaire. The letter also mentioned about contacting you at 0800 085 1759 number. Unfortunately, I don't have the facility to call 0800 numbers in my phone. Would you mind providing me with an alternative number or use the e-mail instead for further communication?

Please find the copy of the letter attached here.



Mr Krishna Korrapati
Flat 135
Elgar Lodge
Fair Acres
Bromley
BR2 9BP

3RD August 2020

Dear Mr Korrapati

Vehicle: BMW 3 SERIES DIESEL COUPE 320D M SPORT 2DR STEP AUTO
Registration: EJ13JJX

I write with regard to the above vehicle.

We are still awaiting the return of the questionnaire to explain how you obtained the above goods. Failure to return the questionnaire may result in further action.

As previously advised the goods are our property and subject to a finance agreement with us. Our hirer/buyer had no right to dispose of them without paying for them in full. As a consequence, we retain an interest in the goods.

Meanwhile you should not dispose of the goods until our investigations are complete. If you do so, you may incur liability to us for damages.

If you would like to discuss this, please call on the number below.

It is very much in your interest to contact us and we are grateful for your help.

Yours sincerely,

Conversions Team
Debt Recovery Unit
Santander Consumer Finance
0800 079 1910

Thanks,

Krishna

On Thu, Mar 19, 2020 at 11:24 AM ~SC Customer Services <customerservices@santanderconsumer.co.uk> wrote:

Confidential

Thank you for your recent email correspondence in relation to your agreement.

Unfortunately, due to data protection legislation, we are unable to discuss specific information by email. Therefore, please contact us by telephone on 0800 085 1759. Our telephone lines are open Monday to Friday, 8am-7pm and Saturday 9am-1:30pm

We apologise for any inconvenience and look forward to speaking to you shortly.

Kind regards,



Customer Services

Santander Consumer (UK) PLC

Customer Services

86 Station Road, Redhill, RH1 1SR

+44 (0)8000851759

email: customerservices@santanderconsumer.co.uk

www.santanderconsumer.co.uk

[Quoted text hidden]

Krish K <krishna8991@gmail.com>

Tue, Aug 11, 2020 at 10:54 AM

To: ~SC Customer Services <customerservices@santanderconsumer.co.uk>, SCRecoveries@santanderconsumer.co.uk

Thank you.

[Quoted text hidden]