



Krish K <krishna8991@gmail.com>

Formal complaint

2 messages

Krish K <krishna8991@gmail.com>

Mon, Sep 21, 2020 at 7:00 PM

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

Hi,

I bought the car with registration number EJ13JJX from a seller who didn't reveal that this car is on finance. After realizing that it has finance on it, I contacted Santander Consumer Finance and informed about it. Santander Consumer Finance has contacted me asking me to fill the keeper questionnaire. I completed the form and provided all the details regarding the purchase. I bought the car in good faith from the seller. The documented evidence I provided to you also indicates that. But the car has been taken away today. I am writing this as a formal complaint before contacting financial ombudsman service. Please provide me any information that may help confirm that I don't have good title or I haven't bought the car in good faith.

Thanks
Krishna

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

Tue, Sep 22, 2020 at 2:55 PM

To: Krish K <krishna8991@gmail.com>

Confidential

Please be aware that email is not a secure communication method. Sharing any information via this channel is done so at your own risk. By responding to this email you are confirming that you have accepted this risk. Alternatively, you can visit our website or telephone us.

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. The email address for the department dealing with your enquiry is provided below for any further queries:

SCRecoveries@santanderconsumer.co.uk

Kind Regards,



Customer Services

Website: www.santanderconsumer.co.uk

Email: customerservices@santanderconsumer.co.uk

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

Tel: 0800 085 1759

Fax: 0871 200 4151

[Quoted text hidden]

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Ref:[PDB#013C]