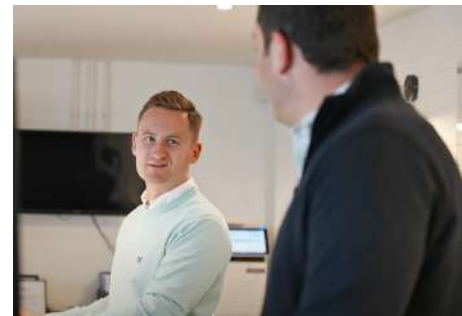




The UK's leading car importers

Trent Lane  
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United Kingdom  
+44 1332 810442



WWW.MYCARIMPORT.CO.UK

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# Company Summary

My Car Import have been importing vehicles to the UK from all over the world for the last 30 years.

We offer customers wishing to import a vehicle into the UK an easy alternative to having to take on the process by themselves.

We have built our business on a professional door-to-door service that covers every aspect of a vehicle import and prevents the potential problems which can occur without our team's assistance.

We have the extensive and detailed knowledge required to make the decision to import a vehicle to the UK an easy one.





# Company History

The business was created in the early 1990s by Jack's father, Tim Charlesworth.

Tim began importing vehicles into the UK for the wholesale market.

Facing the challenges that the bureaucracy of vehicle import regulations creates, Tim was instrumental in the set up of the trade organisation - BIMTA (British Independent Motor Trade Association).

This trade body enabled the company to work alongside the various Government organisations who set the legislation for the various import processes.

Jack joined the business during the early 2010s. Together, Tim and Jack took the bold step to create the only privately owned IVA testing lane in the United Kingdom.

This opened up the opportunity to increase the scale of the business now that they no longer had to rely on the Government operated test lanes to complete IVA tests which are required on imported vehicles.

This gave them a huge advantage over their competitors in the market.

In 2014, My Car Import was born. Jack recognised the opportunity to offer their skills and knowledge as a service to the general public who wished to import their own vehicles to the UK.

The advantage of the Government relationships and the private test lane meant that their service could be second to none.

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# Company History

Over the next few years Jack worked tirelessly to build logistics connections across the world, to establish the business as the “door to door” service that it is today.

After successfully withstanding the strain of the global pandemic, in 2021 the business moved to a new premises which enabled it to expand to another level. The move has empowered the business to grow into new directions including its own container unloading facility and a significant amount of additional vehicle storage space.

With future plans for more growth, the business continues to develop and prosper day by day.





# Our Team

## Leadership Team



**Jack Charlesworth**  
Managing Director



**Will Smith**  
Sales Director



**Vikki Walker**  
Operations Director

## Marketing & Software Development Team

Jamie Fuller

## Freight & Logistics Team

Steven Chapman  
Nicholas Bagnall  
Stephanie Charlesworth

## Registration & Admin Team

Ryan O'Meara  
James Lister

## Workshop Team

Gavin Heward  
Adam Billson  
Nather Atter  
Richard Pinson  
Daniel Smith  
Chloe Thacker  
Michael Edwards



# Company Mission and Values

**We are the team that takes a complex and bureaucratic problem and turns it into an easy and simple solution for our clients.**

## **BE A PROBLEM SOLVER**

FINDING SOLUTIONS FOR OUR CLIENTS IS OUR SPECIALITY

## **BE AN EXCELLENT COMMUNICATOR**

YOU CAN NEVER OVER COMMUNICATE!

## **BE CONFIDENT TO MAKE DECISIONS**

USING YOUR INITIATIVE IS HOW YOU GROW IN YOUR ROLE

## **SHOW RESPECT**

BE A TEAM PLAYER

## **HAVE FUN**

BRING A POSITIVE ATTITUDE EVERY DAY!



# Our Future

At My Car Import we have perfected an import service for retail clients owing to our ability to provide all services in-house.

We have spent the last two years building the resource and skills to become a customs agent, container unload facility and most recently, a European vehicle transport provider with our own six vehicle enclosed transporter.

We now want to expand and offer all of these expertise to manufacturer and trade clients.

We believe our experience in the type approval and registration industry will provide an invaluable service to clients who look to outsource their bureaucracy and we have the skills to get them to market in the quickest possible timeframe.

Our access to private IVA and MSVA testing allocation and our newly acquired authority to instant DVLA registrations via the RAV service gives us the ability to provide efficient and streamlined cost effective services.

We are looking to pursue opportunities to provide services for both new and existing traders and manufacturers looking to expand into the UK market. Over the last two years we have witnessed our current trade clients benefit from the ease of our systems and have upped our resource in this area.

We are passionate about the growth of our business and providing new and exciting opportunities for our team.

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# How We Are Different

## Our Services

Our longstanding relationship with the Department of Transport ensures that we have a voice when it comes to involvement in legislation changes which impact the various Government vehicle import processes.

These connections ensure that we can always provide the most up to date information and advice to our clients to process their import in the quickest timescale that is possible.

In the event of changes to any of the UK import rules and regulations, we are one step ahead in providing solutions to any new problems that may be faced.

## Our Customer Communication

Over the past five years, we have invested a huge amount of time and resource into the evolution of our customer communication platform.

We have our own dedicated software coder who has built a custom CRM system which is fit for the purpose of our business.

This CRM system has its own customer facing portal for each individual client to follow the progress of their import.

This system is devised to support one of our most important values - we want to complete the import process with minimal effort from our clients by requesting the information we require from them as concisely as possible and then providing them with excellent communication throughout their import journey with us.

## Our Workplace

We feel that our business has a unique quality with the culture and atmosphere that we create to encourage our team to enjoy the time that they spend at work.

We think that work should be a positive experience every day and that by being a friendly and welcoming environment we bring out the very best in our team.

It is important to us that all members of our team feels like they are treated with respect and rewarded for the hard work that they put into their role each and every day.

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# Trade Associations



## BIMTA

Tim Charlesworth is a founding member and former chairman of BIMTA - the British Independent Motor Trade Association.

This organisation was formed to represent the independent import and export industry in the UK.

Jack continues to be an active committee member of BIMTA which enables him to consult with the Department for Transport, DVSA and DVLA on future legislation which may affect our industry.



## HCVA

My Car Import is also a founding member of the trade association HCVA - the Historic and Classic Vehicles Alliance.

This trade body was established to provide a collective voice for the many UK businesses involved in the historic and classic car industry in the UK.

The Alliance's main goal is to protect the industry from policy and regulation which threatens its future.

This involves engaging with MPs and stakeholders, particularly within the DVLA organisation, to ensure that policy is decided collaboratively and logically.

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# Customer Stories

“

Fantastic experience, from start to finish. A really experienced and professional team, who will go the extra mile to make things happen, no matter how difficult the challenge is!

Would definitely recommend, and will certainly use them again in the future!

”

A professional and personal service from a team that inspires confidence (thanks Steven). Living in the EU and returning my car to UK was potentially fraught and complicated. The team were welcoming and calm, easy to deal with and took the worry out of dealing with HMRC & DVLA and the various administrative processes. Excellent. Whomever designed the dashboard pages is a genius. Easy to follow and intuitive in use. Thanks to everyone for keeping me updated during the process.

The whole process from start to finish was so well executed from the initial quote, inputting my information into the portal, my visit to have a gps speedometer fitted and my lights adjusted and the MOT to receiving my number plates in the post. I didn't need to have any contact with any other agency and DVLA posted my V5C and supporting documents promptly. No stress or anxiety involved!

One of the best customer experiences I have had in a long time. My Car Import kept me up to date on the process throughout and their online system is brilliant

We chose My Car Import after careful review of price, process, and information. From having the car collected in mid-February in Hong Kong to having it delivered to London in mid-June, we have found the team fast to respond to questions, and without fuss. Everything went as expected, a one-stop shop through IVA, MOT, and registration, with good advice on insurance. One stressful part of relocation taken away.

Perfect solution to a bureaucratic nightmare.

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