

Summary Document

Services	<p>We are providing you with claims management services and assisting you in pursuing a claim against your lender in relation to irresponsible lending, or the mis-sale of financial products.</p> <p>We will only pursue a claim where we believe that there are merits in relation to your claim. You would need to provide us with details and forms of authority in order for us to obtain relevant information from third parties on your power. Where we identify a valid claim, we will provide you with details of the basis of the complaint and submit the complaints to the third party. If the complaint is rejected, we will provide you with assistance in pursuing the matter to a financial ombudsman in the event that you wish to do so.</p>
Claim Steps	<p>In order to start the claim process, you would need to complete the form of authority and sign the terms and conditions. As mentioned above, we would require a completed form of authority. We will update you in relation to your claim at least once every three months. If in the interim period you require any further information, please do not hesitate to contact us, and we will provide you with an update as often as you request.</p>
Complaints	<p>Please note that you have the right to make this complaint yourself directly with the lender.</p>
Fees	<p>The fees, we charge 25% plus VAT in relation to the claim. This 25%, for example, if we recover 1000 pounds for you, then our fees would be 300 pounds all inclusive, leaving you with a thousand pounds. If we recovered 3000 pounds for you, then our fees would be 25% plus VAT, which comes to, 900 pounds. Speaker 1:</p> <p>If we recovered for you 10,000 pounds, then our fees would be 3000 pounds inclusive of VAT. Please note that this is an illustration and not to be taken as an estimate of the amount you are likely to receive, or that is likely to be recovered for you.</p>
Cancellation	<p>You have the right to cancel this agreement within 14 days with no penalty. If you cancel it after the 14 day period, then we reserve the right to charge the cost of work done up until the time of cancellation.</p>
Statutory Ombudsman/ Compensation Scheme/ADR	<p>Please note you have the right to make this claim directly with the lender or with the financial ombudsman service without incurring a fee. You do not have to use the services of a CMC in order to pursue this claim. Using CMC does, however, save you the time of pursuing the process yourself. And the use of experts in the field can only serve to help your case.</p>