

ABOUT OUR CLAIMS SERVICE

OUR SERVICE

We offer a claims management service for mis-sold pensions and investments. In order to ascertain the basis and merits of the claim we will carry out an initial assessment and, where appropriate, request information and review supporting documentation from you and the firms and or individuals, and any third parties who you had dealings with in relation to the pension and or investment. We will chase responses, keep you regularly updated either fortnightly, monthly or quarterly, the frequency of updates depends on the type of claim, by telephone, email or post.

We will investigate and advise you on the merits of the claim. We will submit your claim and handle all communications. If an offer of compensation is made, we will assess this offer and provide you with a recommendation as to whether to accept it or not. Where your claim is rejected, we will assess the reasons behind the rejection and advise you on the merits of escalating the claim and, where appropriate, represent you in escalating your claim.

YOUR OBLIGATIONS

You will need to complete our fact find and provide us with authority to request the relevant information needed to support our investigations and your claim. You must provide us with any information and documents which are relevant to your claim You must promptly reply to any requests for further information and documents that we may make.

WHAT WILL YOU HAVE TO PAY TO USE OUR SERVICES?

Our fee is calculated on the gross amount of the compensation in settlement of a claim. Our total fee is 18% this includes VAT. Typical examples of how our Success Fee will be calculated

If we secure an award of compensation on your behalf for £10,000 our success fee would be £1,800 (£10,000 x 18% includes VAT).

If we secure an award of compensation on your behalf for £3,000 our success fee would be £540 (£3,000 x 18% includes VAT).

If we secure an award of compensation on your behalf for £1,000 our success fee would be £180 (£1,000 x 18% includes VAT).

The standardised figures used above are for cost illustrations only and are not to be taken as an estimate of the amount likely to be recovered for you. The fee you will have to pay may be more or less than the illustration shown above.

CANCELLATION AND YOUR RIGHT TO CANCEL

If you cancel during the first 14 days Cooling off Period from the date you signed our Client Agreement you will not have to pay a cancellation fee to us. If you cancel this agreement after 14 days but before we submit your claim you will not have to pay a cancellation fee to us.

If you cancel our service after 14 days and after we submit your claim you will be liable to pay our full success fee should your claim be successful.

You can cancel our services at any time. You can cancel by post, telephone, email or using our Cancellation Form.

THINGS TO CONSIDER

You are not required to use our services to pursue your claim. You can also seek further advice or shop around. It is possible for you to present the claim for free, either to the firm or person against whom you wish to complain or to the statutory ombudsman (Financial Ombudsman Service or Pension Ombudsman Service) or the Financial Compensation Scheme, whichever is applicable to your claim.