

## Pre Contract Information - Payment Protection Insurance Claims

Resource Legal Ltd is a specialist Claims Management Company that helps clients reclaim back mis-sold payment protection insurance policies that people currently have &/or had taken out with Loans, Credit Cards &/or Mortgages.

At Resource Legal Ltd we pride ourselves on customer satisfaction and our clients are of the utmost importance to us, which is why we provide all the information surrounding your claim so you are aware of the processes involved.

1 - We will not charge you an upfront fee.

- I. Upon receipt of your claim pack and any further information we subsequently request we will write to your bank lodging a complaint in relation to the payment protection premiums/fees charged on your credit agreement and if applicable request a copy of your credit agreement account number. Your signed authority is required for this.
- II. The lender will acknowledge our complaint generally within 14-21 days. The Financial Conduct Authority allows the lender 8 weeks to investigate the complaint and respond accordingly.
- III. Upon completion of the lenders investigation, if they acknowledge that the complaint is upheld and agree to refund back all fees made to date plus statutory interest or make an offer of settlement which, following our considered advice you decide to accept, we will charge you 20% Inc vat of all compensation/funds or compensation payment you receive. If they do not uphold the complaint, we will review their response, discuss with you and decide whether to pursue the case to the Financial Ombudsman Service or close the claim down. Examples of our fee charges would be as follows:

<u>Example settlement received</u>	<u>Success Fee charged</u>
£500	£100
£1,000	£200
£5,000	£1,000

2 - The client has a 14 day cooling off period from the date we receive the signed documents to cancel their claim. If you wish to cancel your claim this can be done by writing to Resource Legal Ltd at the above address, or email us to [info@resource-legal.co.uk](mailto:info@resource-legal.co.uk), or call the office on the above. If the client wishes to cancel our services after the 14 day cooling off period they will be liable to pay our administration costs which are based upon an hourly fee of £50 + Vat per hour for any administration work that has been carried out.

4 - The following information is detailed in our claim pack that we send to you and we require you to complete/read and understand and return the requested documents to us.

(a) Letter of Authority

(b) Contingency Agreement

5 - Under the Claims Management Regulator Client Specific Rules 10 and 13, we have to make you aware that you have the right to seek further advice elsewhere if required before committing to using our services. You also have the option to lodge a claim yourself directly with the lender & if required go through the Financial Ombudsman Service.

6 - Complaints. We aim to provide a highly professional service for handling complaints fairly. Should a complaint arise please contact our Compliance Officer by phoning the office on the above number or writing to us at the above address. If you remain dissatisfied you may refer your complaint to the **Legal Ombudsman, PO Box 6804, Wolverhampton, WV1 9WG**. Our full complaints procedure is available on request.

7. Resource Legal Ltd are regulated by the Claims Management Regulator in respect of Regulated Claims Management Activities. Our authorisation number is CRM 2461. Our registration is recorded on the regulators website. [www.gov.uk/moj/cmr](http://www.gov.uk/moj/cmr).

8 - Data Protection Act - We adhere strictly to the rules and regulations and all details provided by you will be held safe and secure by us. Your information will not be passed to any other third party companies.