



PPI Reclaim – Key Information

What you need to do

- Please **READ** and **RETAIN THIS DOCUMENT**
- **READ** and **COMPLETE** the **PPI AGREEMENT** and **READ** the **TERMS OF BUSINESS (TOB)**
- Complete the **LETTER(S) OF AUTHORITY (LOA)**.
- Where applicable, liaise with MoneySave Solutions (**MSS**) or your Lender to assist with the investigation of your Claim(s) in a timely manner.
- For each successful Claim(s), pay our Fee(s) for the Re-claim Services supplied, as outlined below

What will we do

- Conduct a **PPI REVIEW** and alert you to the outcome from the Lender.
- Where PPI may have been proven, we will send the documents for you to complete, for each PPI policy the Lender alerts us to.
- Using the information collected from you, either through our conversations or by you completing one of the documents, we will look to qualify your Claim(s) and submit it to your Lender and you will be updated accordingly.
- Once your Lender acknowledges your Claim(s), your Lender will have eight weeks to review and investigate your claim(s).
- Your Lender may contact us for further information, which we will provide to them where the information is available to us, otherwise we will contact you to explain what is required.
- At the end of the eight weeks, your Lender should provide us with a Final Decision. Should they exceed this time frame for the response we will chase them accordingly and update you.
- On receipt of the Final Decision, we will check that the Lender has met the requirements set out by the Regulator for complaints handling.
- For each successful Claim(s), our Fee(s) of 20% plus VAT (currently 20%), will be payable as per the PPI Agreement and **TOB**.
- Any Claim(s) that is rejected, your Lender should offer you the right to refer your Complaint(s) to the Financial Ombudsman Service (FOS), which we can process for you, with your Instruction.
- For a Claim where the Lender has exceeded the eight week time frame or fails to make a reasonable offer of Compensation we can refer your Complaint(s) to the FOS, with your Instruction.
- We will keep you updated throughout the process detailed above

Our Fees

The following examples should **not** be taken as an estimate of what you may receive:

| If MSS succeeded in obtaining Compensation to the value of: | MSS Fee(s) would be: | Value Added Tax (VAT) Payable | Total Payable by Client: | Client would receive: |
|---|----------------------|-------------------------------|--------------------------|-----------------------|
| £1,000 | £200 | £40 | £240 | £760 |
| £3,000 | £600 | £120 | £720 | £2280 |
| £10,000 | £2000 | £400 | £2400 | £7600 |

Your right to cancel

You have the right to cancel any Agreement(s) free of charge within 14 days of MSS receiving your Signed **PPI AGREEMENT**

Is there anything else you should know?

You do **not** need to use a claims management company to make your Complaint to your Lender or other Compensation Scheme, such as the Financial Services Compensation Scheme (FSCS), and if your Complaint is not successful you can refer it to the Financial Ombudsman Service (FOS) yourself for **free**.

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