

THE FAIR TRADE PRACTICE – CLAIMS SPECIALIST

TERMS AND CONDITIONS



Here at the Fair Trade Practice we are committed to providing an excellent service to those who have been mis-sold payment protection insurance (PPI), a packaged bank account or received excessive credit-card charges. We believe in transparency, which is why it is important that you read our terms and conditions carefully. They explain our responsibilities to you and vice versa.

1. DEFINITIONS

1.1 When we use the following words in these terms, this is what they will mean.

(a) **Claim** – a claim (or claims) against a lender (or lenders) including any referral to the FOS or the FSCS (if the lender is no longer trading) that you are instructing us to make on your behalf.

(b) **Event outside our control** – any act or event beyond our reasonable control including, but not limited to, strikes, lock-outs or other industrial action by other organisations, civil commotion, riot, terrorist attack or threat of terrorist attack, war, fire, explosion, storm, flood, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

(c) **Fee** – 25% of any financial award plus VAT.

(d) **Financial award** – a reasonable offer of recompense you receive from the lender or the FSCS for payment protection insurance (including life cover and critical illness cover if this is combined), packaged bank account or credit card charges. This includes payment towards arrears or a loan balance and any interest awarded before tax is deducted.

(e) **Lender** – the company (or companies) against which you want to make a claim (this may be an intermediary such as a broker).

(f) **FSCS** – Financial Services Compensation Scheme.

(g) **FOS** – Financial Ombudsman Service.

(h) **Letter of authority** – the letter containing your instruction and authority for us to act on your behalf in relation to a claim.

(i) **Instruction** – your instruction to us to provide the services contained in the letter of authority.

(j) **Services** – investigation into whether you have a claim, making a claim (where appropriate) on your behalf and all associated services that we are providing to you in line with your instruction.

(k) **Terms** – the terms and conditions set out in this document.

(l) **We, our, us** – The Protection Specialist Limited trading as 'The Fair Trade Practice – Claims Specialist', company registration number 06969129, registered office at 2 Furze Court, 114 Wickham Road, Fareham, Hampshire PO16 7SH.

(m) **You, your** – the person or, in the case of joint applicants people, we provide our services to.

(n) **Investigation** – Looking in to whether you can make a claim.

1.2 When we use the words 'writing' or 'written' in these terms, we also include email unless we say otherwise.

2. OUR CONTRACT WITH YOU

2.1 These are the terms and conditions on which we supply services to you.

2.2 Before you sign and send us the letter of authority, please make sure that you read these terms carefully, and check that the details on the letter of authority and in these terms are complete and accurate. If you think that there is a mistake, please contact us to discuss it, and please make sure that you ask us to confirm any changes in writing to avoid any confusion. Any changes will only be valid if they are made in writing by us.

2.3 These terms become binding upon you and us once you have signed the letter of authority for a claim.

2.4 We will give you a case ID number when we receive your signed papers back. Please quote the case ID number whenever you contact us.

3. CHANGES TO INSTRUCTION OR TERMS

3.1 We may change these terms in the following circumstances.

(a) If we change the way we accept payment from you.

(b) If there are changes in relevant laws and regulatory requirements.

3.2 If we have to change these terms under clause

3.1, we will give you at least one month's written notice before any change takes effect.

3.3 If you do not agree with the changes, you can choose to cancel the contract in line with clause 8.

3.4 You may make a change to your instruction within 14 calendar days of the date you return the signed letter of authority to us. Please contact us in writing if you want to do this.

4. PROVIDING SERVICES

4.1 We will supply the services to you from the date we receive your signed authority.

4.2 We will make every effort to complete the services as quickly as we can but how long a claim takes will depend on how quickly a lender deals with a claim, or whether a claim has to be referred to the FOS. There may also be delays due to an event outside our control.

4.3 We may ask for your documents from your lender by making a data subject access request (DSAR). If we do we will pay the cost. You will not be charged for a DSAR even if we win your claim. We will only need a DSAR if you cannot provide details about your loan such as loan agreement numbers, loan amount, amount charged for payment protection insurance (PPI), or in cases where you cannot provide credit-card statements showing the charges applied to your account or cannot provide information relevant to the complaint. We may also ask for a DSAR to audit the information provided by the lender.

4.4 You agree that you will provide any information we request, and return any documents we need you to return as soon as reasonably possible to allow us to provide the services to you.

4.5 You agree that while your contract with us is in force you will not:

(a) appoint any other person or firm to act on your behalf in respect of a claim;

(b) have direct contact with the lender about a claim without our agreement;

(c) negotiate with the Financial Ombudsman Service or any other organisation with a view to settling the claim; or

(d) accept any offer of settlement of a claim (whether by way of financial award or otherwise) without giving us notice of the detail of the offer.

5. IF THERE IS A PROBLEM WITH THE SERVICES

5.1 If you have cause to complain about our service, we believe that you have the right to a fair, swift and courteous response to any complaint raised. Once we are in receipt of your complaint we will deal with it promptly and in a positive manner. We set out below our complaints process.

a) You can make a complaint by any reasonable means including telephone, social media, email, letter or in person.

b) We will make a record of any complaint made and will send a written acknowledgment to you within 5 business days unless the complaint is resolved beforehand.

c) Your complaint will be passed to one of our nominated complaints handlers. Where they consider the complaint is one that can be resolved informally they will discuss the complaint with you and seek to resolve it within 5 business days.

d) Where the complaints handler is unable to resolve the complaint informally within 5 business days the complaint will be referred to the compliance manager.

e) We will then investigate your complaint fully and send a final response to you within 8 weeks of receipt of your complaint.

f) If we are unable to provide you with a final response

within 8 weeks we will write to you explaining why and advise you when you can expect a final response.

g) Where we have not provided a final response within 8 weeks from the date of your complaint, or you are dissatisfied with the final response you have received at any stage of the complaints process, you can refer your complaint to the Legal Ombudsman Service by:-

Writing to:-

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Emailing:- enquiries@legalombudsman.org.uk

Telephoning:- 0300 555 0333

h) Any referral to the Legal Ombudsman must be made within 6 months of receipt of our final response.

5.2 As a consumer, you have legal rights in relation to services not carried out with reasonable skill and care. You can get advice about your legal rights from your local citizens advice bureau or Trading Standards office. Nothing in these terms will affect these legal rights.

6. PRICE AND PAYMENT

6.1 If we are paid a financial award, we will keep our fee of 25% plus VAT and pay the rest to you. We will give you a receipted invoice for our fee.

6.2 If a lender makes an offer of a financial award after we have started providing the services to you, and that offer is agreed by you, or by us on your behalf, we will send you an invoice for our fee. Each invoice will quote the case ID number. You must pay each invoice within 14 calendar days of the date of receiving a financial award using one of the following methods, or by any other method we agree to.

(a) Using our website at www.thefairtradepractice.co.uk/make-a-payment.php

(b) Direct into our bank account: sort code 40-21-03, account number 12025973, quoting your case ID as the payment reference.

(c) By debit card or credit card by phoning us on 01329 222 967. However, we charge a 2.5% handling charge if you pay by credit card over the telephone.

6.3

(a) If we have sent a complaint to a lender who informs us that you did not have PPI, or for some other reason will not make an offer of a financial award to you for that complaint, but they subsequently make such an offer, then you will still have to pay our fee.

(b) If you accept any financial award from the lender and do not tell us, you will still be responsible for paying our fee and you must tell us how much you received so we can send you an invoice in line with clause 6.2.

(c) If you refuse to accept a reasonable offer from a lender we will treat this as if you have received a financial award and you will still have to pay our fee which we will work out using that reasonable offer and send you an invoice in line with clause 6.2.

(d) We do not charge our fee on future PPI for loans which are still running and on which you have not yet paid all the PPI premiums. For example, if you have a £10,000 loan and the PPI worked out at £3,000 over the full term of the loan but you have only paid £600 so far in PPI premiums, we would only charge 25% on the £600 rather than 25% of the full £3,000.

(e) If a lender takes off the basic rate of tax from a financial award, we will charge our fee based on the full amount before tax.

(f) Examples of our fees are as follows.

EXAMPLE A

We recover £3,000 compensation for you cash in hand. Our fee would be as follows.

Total compensation	£3,000
Of which cash	£3,000
Our fee charged @ 25%	£750
VAT 20%	£150
Our total fee	£900
You receive	£2,100

EXAMPLE B

We recover £3,000 compensation of which £2,000 is cash in hand, but with £100 deducted by the lender as tax, and £1,000 is used to pay off arrears you have on a mortgage or loan. Our fee would be as follows.

Total compensation	£3,000
Of which cash	£1,900
Tax is	£100
Amount used to pay off arrears	£1,000
Our fee charged @ 25%	£750
VAT 20%	£150
Our total fee	£900
You receive	£1,000

EXAMPLE C

We recover £3,000 compensation of which £0 is cash in hand and £3,000 is used to pay off arrears you have on a credit card or loan. Our fee would be as follows.

Total compensation	£3,000
Of which cash	£0
Amount used to pay off arrears	£3,000
Our fee charged @ 25%	£750
VAT 20%	£150
Our total fee	£900
You pay us from your own funds	£900

Warning: In this example, please be aware that you will have to pay our fee from your own funds as the compensation you would have received has been used to pay off your arrears.

6.4 If you do not pay us the full amount payable to us by the due date we may charge interest to you on the overdue amount at the rate of 8% a year. This interest will build up each day from the due date until the date you actually pay us the overdue amount, whether before or after a judgment in a court. You must pay us interest together with any overdue amount.

6.5 If you do not pay us the full amount payable to us by the due date, we may charge a late payment fee of £30 on the overdue amount together with any interest as set out in clause 6.4

6.6 We may also add the costs of any invoice reminder chasing letters to the outstanding debt (£15 plus VAT each letter), the costs of chasing any phone calls (£10 plus VAT first, £3.50 plus VAT to any further calls up to £50 plus VAT), together with any interest as defined in clause 6.4.

6.7 However, if you disagree with the amount of an invoice and contact us to let us know promptly after you have received an invoice, clause 6.4 will not apply for the period of the dispute.

6.8 We can charge you for any reasonable costs we have to pay in trying to recover our fee from you, including legal costs, and court fees. We may charge you £100 if we have to use the services of a debt-collection agency.

7. OUR LEGAL RESPONSIBILITY TO YOU

7.1 We do not guarantee the success of any claim, or the value of any financial award.

7.2 If we fail to keep to these terms, we are responsible for loss or damage you suffer that is foreseeable as a result of us breaking the terms or where we have been negligent. However, we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of us breaking the terms or if you or we believed this may happen at the time we entered into this contract with you.

7.3 We do not exclude or limit in any way our legal responsibility for:

- death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- fraud or fraudulent misrepresentation.

7.4 We will not be responsible if we fail to carry out, or delay in carrying out, any of our responsibilities under these terms if this is caused by an event outside our control.

8. YOUR CANCELLATION RIGHTS

8.1 You may cancel your instruction within a cooling-off period of 14 calendar days of the date you return your signed letter of authority to us. To cancel, please contact us in writing. If you cancel within the cooling-off period, you will not have to pay us anything.

8.2 You may cancel your instruction at any time after the cooling-off period by contacting us in writing. However you may have to pay a fee as shown in clause 8.4.

8.3 You may also cancel your instruction by contacting us in writing if we are affected by an event outside our control or if we change these terms under clause 3.1 and this causes you a significant disadvantage.

8.4 If you cancel an instruction under clause 8.2 or 8.3 before any financial award has been made we may charge you a reasonable fee to reflect the work we have done on your behalf.

8.5 Once we have begun to provide the services to you, you may immediately cancel the contract for services by giving us written notice if:

- we break this contract in any significant way and we do not correct or fix the situation within 30 days of you asking us to in writing;
- we go into liquidation or a receiver or an administrator is appointed over our assets;
- we change these terms under clause 3.1 to your significant disadvantage; or
- we are affected by an event outside our control.

8.6 You can cancel by using the cancellation form on our website at www.thefairtradepractice.co.uk/cancellation-form but do not have to use that form as long as cancellation is communicated in writing.

9. OUR CANCELLATION RIGHTS

9.1 We may have to cancel the contract before the services start due to an event outside our control or the unavailability of key personnel without who we cannot provide the service. We will contact you as soon as practicable if this happens.

9.2 Once we have begun to provide the services to you, we may cancel the contract at any time by giving you at least 14 calendar days' notice in writing.

9.3 We may cancel the contract for services immediately at any time by giving you written notice if:

- you do not comply with clause 4.4 of the contract
- you fail to pay us our fee in respect of any other contract we have with you
- you break the contract in any other significant way and you do not correct or fix the situation within 14 days of us asking you to in writing.

9.4 If we cancel the contract under clause 9.3 we may charge you a reasonable fee to reflect the work we have done on your behalf.

10. IMPORTANT INFORMATION ABOUT CLAIMS

10.1 You do not have to enter into a contract with us. You can make a claim yourself to the lender or to the FSCS (if the lender is no longer trading) and you could refer the claim to the FOS if you are not happy with the lender's response. You could also instruct someone else, such as a different claims management company, to make a claim on your behalf. If instead you choose to sign and return our letter of authority, you will have to pay any fees due as set out in these terms.

10.2 If a successful claim results in your payment protection policy (or similar policy) being cancelled, you understand that:

- you may not be able to continue any claim for benefits under that policy; and
- it is your responsibility to arrange a suitable replacement policy if you need one.

11. INFORMATION ABOUT US AND HOW TO CONTACT US

11.1 We are a company registered in England and Wales. Our company registration number is 06969129 and our registered office is at 2 Furze Court, 114 Wickham Road, Fareham, Hampshire PO16 7SH. Our registered VAT number is 996428852.

11.2 We are regulated by the Claims Management Regulator in respect of regulated claims management activities. Our authorisation number is CRM23387. If you need to contact us you can do so by:-

emailing our customer services team at customerservices@thefairtradepractice.co.uk

Delivering by hand or writing to us by prepaid post addressed to The Fair Trade Practice, 2 Furze Court, 114 Wickham Road, Fareham, Hampshire PO16 7SH.

Telephoning us on 01329 227090

11.3 If you want to contact us in writing, or if any clause in these terms means you must give us notice in writing (for example, to cancel the contract), you can send this to us by email to customerservices@thefairtradepractice.co.uk or by hand or prepaid post to The Fair Trade Practice, 2 Furze Court, 114 Wickham Road, Fareham, Hampshire PO16 7SH.

We will confirm we have received this by contacting you in writing.

If we have to contact you or give you notice in writing, we will do so by email, by hand, or by prepaid post to the current address you give

12. HOW WE MAY USE YOUR PERSONAL INFORMATION

12.1 We will use the personal information you give us to:

- provide the services;
- process your payment for these services; and
- tell you about similar products or services that we provide, but you may stop receiving these at any time by contacting us.

12.2 We will not give your personal information to any other person or organisation except for the purpose of providing the services or in exercising our rights under these terms.

13. OTHER IMPORTANT TERMS AND INFORMATION

13.1 This contract is between you and us. No other person will have any rights to enforce any of its terms save that we have the right to assign our interest in this contract to another party.

13.2 If the contract is cancelled clauses 6.2 to 6.8 of these terms and conditions survive the cancellation.

13.3 If you have been referred to us through our recommend-a-friend scheme, the person who has recommended you will receive a reward. Currently this reward is £20 Marks & Spencer or Compliments voucher. If you refer someone to us through our recommend-a-friend scheme, you must be an individual and not a business or an individual acting as a business.

13.4 We will account for interest on all money held in client accounts in line with the Conduct of Authorised Persons rules covering these funds.

13.5 If any claim we investigate is affected by a current or completed individual voluntary arrangement (IVA), bankruptcy, or involves another third-party debt management company, any financial award is likely to go towards paying off your debt.

13.6 Each paragraph of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, it will not affect any of the other paragraphs.

13.7 If we fail to insist that you carry out any of your responsibilities under these terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have 'waived' our rights against you and will not mean that you do not have to keep to those responsibilities. If we do waive one of your responsibilities, we will only do so in writing, and that will not mean that we will automatically do so again if the problem happens again.

13.8 These terms are governed by English law. Any dispute will be dealt with by the courts of England and Wales.

13.9 During the time we are investigating your claim we will provide updates and request information from you using the details you have provided as the originator of the claim. On occasion, to ensure we deal with the claim as efficiently as possible, we may communicate with additional claimants you have named on your claim pack, unless instructed by you not to.

Once you have read and accepted these terms and conditions and if you are happy with them, please sign the accompanying letter of authority.

If there is anything within the terms and conditions that you are not sure about, please call us on 01329 225270 and a member of our team will be happy to help you.