

Pre-Contract Information

1. What do I need to do?

Please complete the claim application form and read the terms of business and sign the letter of authority. Then send them back to us along with copies of any documentation that you have relating to the sale of the PPI policy.

2. Do I need to provide any documents?

If you have documents then it would be particularly helpful if you can send us copies, for example if you have a loan or credit agreement. If not, don't worry, because the letter of authority will enable us to get copies of the information from the adviser or insurance company.

3. What can I claim for?

You can claim for the return of any PPI payments plus interest at 8% (tax will be deducted from interest on compensation) if your PPI policy was mis-sold. If you have been charged interest on your PPI payments, perhaps because it was included within a credit account, then you could claim the effect of the interest back as well. However, you generally have to take action within 3 years of becoming aware of the problem or within 6 years of the event, whichever is later.

4. How long will my claim take and do the banks contact me directly?

The initial information request can take up to 40 days to complete by the firms. Once a complaint is submitted the firm that sold the policy they are required to resolve the complaint within 8 weeks of receiving it. In most instances, the Company may also contact you directly. This may include communication by letter, email and/or telephone. We may also have to refer your claim to the Financial Ombudsman Service (FOS). The FOS generally settles cases within 3 months and aims to resolve most cases within 12mths. We will be doing all we can to get your claim completed as soon as possible.

5. How much do I have to pay?

There are no upfront fees and you won't pay us anything unless we're successful in winning your claim, in which case you will need to pay us 12% (10% fee + VAT) of the total redress offered only. Please note a cancellation fee may be applicable as per clause 6c of our Terms and Conditions. This will be in proportion to the work carried out and to a maximum of £180 per cancelled claim.

6. How will my redress be paid?

We do not have a client account so redress will be paid directly to you. Our fee is based on the gross compensation awarded, which includes cash payments and amounts off set against your loan or amounts used to restructure your loan together with any tax deducted from interest on compensation. Please refer to the T&Cs. It is important to tell us about any arrears you have in relation to the credit or loan accounts. The tables below set out some examples in more detail.

Example Fee Illustration Estimate

Example 1 - Where all of the redress is paid as a "cash" benefit.

Firstly, you may receive a cheque back for the amount of compensation or it may be paid directly to your bank account. This is usually the way if your loan has been repaid in full or there's a refund due when you cancel the PPI policy.

Gross Compensation	£1,000	£3,000	£10,000
Basic Rate income tax deduction on interest (estimated)	£100*	£300*	£1,000*
Net Compensation Awarded (you will receive)	£900	£2,700	£9,000
Our Fee (12% (10% fee + VAT)) charged on Gross Compensation	£120	£360	£1200

Example 2 - Where some of the redress is paid in cash and some is used to reduce your loan.

If your loan or credit account is still in place with an outstanding balance then the lender may have to "restructure" your account. This means that the lender has to recalculate what your outstanding balance would have been if you had not been mis-sold the PPI policy. In this case, you will receive some redress as a cash payment and the remainder of the redress is "paid" against your loan.

Gross Compensation	£1,000	£3,000	£10,000
Basic Rate income tax deduction on interest (estimated)	£100*	£300*	£1,000*
Arrears "offset" against your balance	£500	£1500	£5000
Net Compensation Awarded (you will receive)	£400	£1200	£4,000
Our Fee (12% (10% fee + VAT)) charged on Gross Compensation	£120	£360	£1200

Example 3 - Where some or all of the redress is used to repay arrears on your credit account.

If you have arrears on your credit account then the lender can use the redress to pay those arrears before making payment to you. If you have been issued with a "default notice" and your account has been terminated then the lender can use the redress to pay towards your outstanding balance as in the table below.

Gross Compensation	£1,000	£3,000	£10,000
Basic Rate income tax deduction on interest (estimated)	£100*	£300*	£1,000*
Arrears "offset" against your balance	£1,000	£3,000	£10,000
Net Compensation Awarded (you will receive)	£0	£0	£0
Our Fee (12% (10% fee + VAT)) charged on Gross Compensation	£120	£360	£1200

* This is an estimate for illustration purposes as the actual tax deduction will vary from case to case.

7. Can I claim if I am in a debt management plan, an IVA or have been made bankrupt?

If you have an IVA or debt management plan you will be able to claim but you should be aware that the compensation will be used to pay your creditors and you will still be liable to pay our fee. If you have ever been declared bankrupt we are not able to take on your case.

8. Can you guarantee that my claim will be successful?

No-one can guarantee this, but we will be doing all we can to win your claim. Remember, though, you don't pay anything unless we win so you've got nothing to lose! Please note a cancellation fee may be applicable as per clause 6c of our Terms and Conditions.

9. Financial Ombudsman Service

You can complain to financial firms directly, without the use of a Claims Management Company, and complaining yourself is free. In addition, should your claim be refused by the financial firm, you can also refer the matter to the Financial Ombudsman Service, again, without any charge. The Financial Ombudsman Service is an independent service in the UK for settling disputes between businesses providing financial services & their customers.

10. What if I'm not happy with the service you provide?

We pride ourselves on the high level of customer service that we provide, but if you feel that we haven't delivered then we want to hear from you. We have eight weeks to consider your complaint. You must have tried resolving your complaint with us first but if we are unable to help you then you can have the complaint independently looked at by the Claims Management Ombudsman. The Claims Management Ombudsman investigates problems about poor service from Claims Management Companies.

Visit: www.financial-ombudsman.org.uk or Call: 0800 023 4567.

Email: complaint.info@financial-ombudsman.org.uk

Address: Claims Management Ombudsman, Exchange Tower, Harbour Exchange, London, E14 9SR

11. Can I change my mind?

You can change your mind within 14 days of signing the agreement. You should tell us you've changed your mind in one of the following ways: By telephone on 0800 040 7778 / 0208 866 4543, By emailing us at claims@moneybackppi.com By writing to us at: Moneyback PPI, Television House, 269 Field End Road, Ruislip, Middlesex, HA4 9XA using the Cancellation Form.

12. Will I have to pay anything if I cancel within this 14 day period?

No if you cancel within this initial 14 day period you won't have anything to pay.

13. What if I change my mind after the 14 day period?

You can change your mind after the initial cancellation period by giving us 14 days' written notice. Please note a cancellation fee may be applicable as per clause 6c of our Terms and Conditions.

14. How can I keep track of my claim?

We'll keep you informed of progress throughout the process and if the adviser or insurance company requests any further information that we need from you then we'll get in touch. Of course, you can call us at any time to check on the progress of your claim.

Moneyback PPI is a trading name of Valley Claims Management Limited which is regulated by the Financial Conduct Authority in respect of regulated claims management activity. Our authorisation number is FRN 837830, which can be checked on the website <https://register.fca.org.uk/directory/s/>