

CLAIMS ADVISORY SERVICES – PPI KEY FACTS

The Claims Services

1. Please note Claims Advisory Services (CAS) is a Claims Management Company and is a trading style of Victor Hydon Ltd, and provides claims management services in connection with the pursuit of financial mis-selling type claims. The services CAS provides involves investigating financial mis-selling claims and thereafter assisting in pursuing redress or compensation where appropriate.
2. In very brief terms, the following are the typical steps CAS would undertake in the course of providing claims management services: (a) obtaining initial instructions from the client as to all relevant circumstances giving rise to the claim; (b) assessing the information provided and advising the client as to the possibility of making a claim; (c) preparing the necessary documentation for a claim to be submitted to the relevant respondent; (d) engaging the respondent to the point of admission or rejection of the claim; (e) advising the client on outcome and procedural steps including (without limitation) as to settlement terms.

Client's Obligations

3. CAS considers that client co-operation is paramount in the claim process as it enhances the prospects of success. That so, the commitment CAS expects from clients is as follows: (a) providing information and instructions when requested and promptly; (b) completing paperwork; (c) co-operating with CAS at all times in the course of the claim process; and (d) not misleading CAS in any way.

How CAS Keeps its Clients Updated?

4. Throughout the claim process, CAS provides regular updates to the client of all material developments and a cumulative written update is provided on no less than 6 months intervals. CAS will communicate generally with the client via telephone, post, email & SMS messages.

CAS Fees

5. Once a client enters into a "No-Win No-Fee" with CAS pursuant to the Terms & Conditions, CAS would be entitled to charge a fee of 20% plus VAT (24% in total) of the gross amount of redress/compensation recovered on behalf of the client. The following is an illustration of the amount of the CAS fee in the event that the compensation or redressed recovered from the respondent amounts to:

	£	£	£
Redress Recovered:	1,000.00	3,000.00	10,000.00
CAS Charge @ 24% including VAT:	240.00	720.00	2,400.00
Net Compensation to Client:	760.00	2,280.00	7,600.00

Important Note: If the redress recovered by CAS is used by the respondent towards arrears owed, the client remains liable to pay out of his/her own funds the fee chargeable by CAS.

The Right to Cancel

6. The client can cancel her/his agreement with CAS at any time within 14 days of a claim being submitted without giving any reason and without incurring any liability unless CAS receives an offer of compensation from the respondent within this period; in which case CAS' fee will be due. The client can communicate cancellation of the CAS agreement by telephone, in writing, in person or can use the cancellation form accompanying the CAS Terms & Conditions.

The Right to Terminate

7. The client can terminate her/his agreement with CAS at any time after the 14 days cancellation period (as explained above). In this event, CAS will not charge the client a termination fee if the client terminates the agreement after the 14-day cancellation period in the event that a Letter of Complaint has not already been sent by CAS on behalf of the client to the relevant respondent. If this occurs, CAS' fee will be due if the client ultimately receives an offer for compensation or redress from the relevant respondent.

Available Redress Schemes

8. The services rendered by CAS are not mandatory. Individual clients are not required to use CAS or any other claims management company. Clients are perfectly entitled and able to pursue complaints or claims directly against the relevant respondent(s) for free. If the complaint or claim is rejected then the client may refer the matter to the Financial Ombudsman Service or the Financial Services Compensation Scheme, again at no cost at all. Instructing CAS is a client choice.