

Information about our Claims Management Service

The information in this document is to help you decide if our services are right for you. If you have any questions that aren't answered here, please don't hesitate to get in touch.

What does Beat the Banks do?

Beat the Banks provides what is called "Claims Management" to its clients. This means that we help clients decide whether to make a claim or not. If they do decide to make a claim, we then manage the entire process on their behalf.

We may represent the client in their complaint to a company or to a person, or to the statutory bodies such as the Financial Ombudsman Service ("FOS"), or Financial Services Compensation Scheme ("FSCS")

We limit our service to claims that are about PPI

What are my other options?

You do not have to use a regulated claims management company to make a claim. You can make the claim yourself for free, either to the company or person to whom you wish to complain, or to the FOS, FSCS, or to an alternative dispute resolution scheme if available to you.

What will I need to do?

If you choose to use Beat the Banks services, after speaking to one of our members, and decide that making a claim is the next best step, we'll ask you to sign the agreement (T&C's) with us, and to sign and return the forms that we sent to you. We may need you to respond to us within a short time scale with some more information.

What will Beat the Banks do?

We will fully investigate the event that you are concerned about, we will approach relevant third parties on your behalf to obtain the full information.

After reviewing all of the evidence, we will compile, submit and manage the entirety of the claims process. We will also keep you updated throughout the claim's progress via email so you know what's happening, and we will contact you over the phone when any final decision is reached

How much will it cost?

Our fee is pre-agreed percentage of any money that our work recovers for you. So, if we don't recover any money for you, you do not pay us a fee. The percentage is 24% which already includes VAT.

Because it's not always easy thinking in percentages, we've set out some examples below.

If we recovered for you... ..we would charge

| | |
|---------|--------|
| £1,000 | £240 |
| £3,000 | £720. |
| £10,000 | £2,400 |

Although we hope the above is helpful, please note that:

The recovered amounts in the table are wholly general and should not be taken as an estimate of what you personally could recover.

1. In the same way, the fee you might pay could be more or less than the charges in the table.

2. Our fee is payable on the entire amount recovered by our work, i.e. before deduction of Income Tax from the 8% interest element of your compensation. Even if you don't personally receive that full amount (perhaps because you owe money to the party that the claim was made against.)

3. If anything about our fees is unclear, please don't hesitate to ask!

What if I change my mind about appointing you?

Rest assured you can cancel your agreement with us at any time. If you cancel within the 14-day cooling off period, no fee will be applied. If you do cancel after the 14-day 'cooling off' period, a termination fee will apply.

| Stage | Termination fee Due** |
|--|-----------------------|
| Anytime between when you sign a contract with us and you return your signed Letters of Authority ("LOAs") | Free of charge |
| Anytime between when we've received your signed LOAs and we've sent them out to relevant third parties. | Free of Charge |
| Anytime between our engaging with relevant third parties and we've undertaken a full review of your case | Free of charge |
| Anytime between when you've approved your Claim Investigation Report and before our submission of your claim to the relevant firm or statutory body. | £350 |
| Anytime between when we've submitted your claim to an offer being made to you from a firm or statutory body | £3,500 |

* If Beat the Banks determine that no claim can be made, there is no termination fee.

** Termination fee are exclusive of VAT