



Information about our Services - The information in this document is to help you decide if our services are right for you. If you have any questions that are not answered here, please do not hesitate to contact us.

Summary of our Services - Beat the Banks is a Claims Management Company, regulated and authorised by the Financial Conduct Authority (FCA) and entered on the Financial Services Register under number FRN 832771.

Our claims management service specialises in investigating and managing PPI related claims. However, if we identify that your concerns relate to pensions or investments and we believe that you may have a claim, we are able to refer you to a claims management company that are also authorised and regulated by the Financial Conduct Authority and that specialises in these specific type of claims.

Other Options for Making a Claim - You are not required to use the services of 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 Financial Ombudsman Service, the Financial Services Compensation Scheme, The Pension Ombudsman or to an alternative dispute resolution scheme if available to you.

How it works - We will find out if any concerns you may have relate to your pensions or investments. If we then believe that you may have a claim, we will obtain your consent to refer your details to our carefully selected partners who specialise in claims of this nature.

Initially, we will help you complete a few questions on their behalf and give you the opportunity to find any associated paperwork that you might want to pass to them.

They will then contact you directly to fully explain their claims management service including the costs involved if you are successful. If they are unable to obtain compensation on your behalf, you will not be required to pay a fee. If you choose to proceed, they will then manage the entire claims process on your behalf.

How we are paid - If you are successful, our partners will charge you a fee not exceeding 20%, inclusive of VAT. In turn, our partners will pay Beat the Banks a share of their fee. You will not be required to pay any fee directly to Beat the Banks for any work they undertake on your behalf.