

## **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 a number of different types of financial claims.

Where we identify that your concerns relate to –

- A declined claim in respect of life insurance, critical illness or permanent health insurance claims.
- Dissatisfaction that you may have been unfairly treated by an insurance company or broker while trying to make a claim in respect of life insurance, critical illness or permanent health insurance.
- Dissatisfaction that you may have been unfairly treated regarding the outcome of an insurance decision in relation to life insurance, critical illness or permanent health insurance, or need support in appealing a rejected/unsuccessful insurance claim.
- Existing or previous policies in respect of life insurance, critical illness or permanent health insurance claims which you consider may have been mis-sold.

### **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 establish whether we believe you may have a valid complaint. If we do, we will then obtain your consent to refer your details to our selected partner 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 –

- A fee of 24%, inclusive of VAT for all successful life insurance, critical illness or permanent insurance claims.
- A fee of 12.50% including vat in respect of “deferred” terminal illness claims
- A fee of 9% including VAT in respect of claims support (assistance with preparing and presenting new claims for life, critical illness or permanent health insurances).

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.