

## A summary of our Claims Management Service – Pensions/investments

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 don't hesitate to get in touch.

### What will Beat the Banks do?

We will undertake a free check to ascertain if you may have a claim. Once we have completed our review, we will discuss this with and help you decide if you want to make a claim. We will work on your behalf to present a strong and detailed claim to the provider and if necessary, escalate your case to The Pension Ombudsman (TPO), The Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS). We will manage the entirety of your claim and keep you updated along the way. We will update you within 10 working days when there are any material developments on your case or when we receive any information which is for your attention. Where there are no material developments, we will update you at least every 6 months in writing.

### What might you need to do?

You will need to speak with us over the telephone so that we can establish the basis and merits of your claim. You will also need to provide us with any documentation which relates to your claim that you possess. Such documentation might include (but not limited to); suitability reports, pension provider details and pension/investment documentation. We may also need identity documentation from you. You will need to sign paperwork which is required for your claim in a timely manner.

### How much will it cost?

If your claim is successful, the total fee is a percentage of your gross redress or the maximum amount listed in column (2) below, whichever is lower.

(1) Redress amount	(2) Your Fee (+VAT)	(3) Example Redress	(4) Example Fee (inc VAT)
£1 - £1,499	30% up to a max of £420	£200	£72
£1,500 - £9,999	28% up to a max of £2,500	£2,000	£672
£10,000 - £24,999	25% up to a max of £5,000	£15,000	£4,500
£25,000 - £49,999	20% up to a max of £7,500	£30,000	£7,200
£50,000 +	15% up to a max of £10,000	£80,000	£12,000

The examples shown in columns (3) and (4) above are for illustration purposes only and are not to be taken as an estimate of the likely amounts to be recovered. The amount You receive may be more or less than these examples.

Our fee is payable on the entire amount recovered as a result of our work, even if you don't personally receive the full amount (perhaps because you owe money to the third party who the claim is against or the redress is paid into your pension before you are able to access it).

### Can I change my mind?

You can cancel for free within 14 days from when you sign our Terms and Conditions. If you cancel after the 14-day cooling off period, a termination fee will apply, based on our hourly rate of £150+VAT per hour, dependent on the amount of work we have completed.

Stage of Claim	Max hours	Max Fee
When We have submitted a SAR for You	N/A	Free
When We have completed a preliminary review and assessment of Your case	N/A	Free
When We are carrying out (or completed) the preparation and administration of Your case	4	£720
When We are carrying out (or completed) the full investigation of your case and drafted your Claim report	10	£1,800
When We are carrying out (or completed) Your submission to the Third Party	16	£2,880
After We have submitted Your case (before any offer of Redress is made)	20	£3,600

### What other options are available to pursue my claim?

You can pursue the claim yourself without using a CMC and without cost. You will first need to complain directly to the provider and if this is unsuccessful, you can complain through The Pensions Ombudsman or Financial Ombudsman Service. Certain claims may fall under the scope of the Financial Services Compensation Scheme, which you can access directly.

You may be entitled to legal advice, assistance and representation through your membership of a trade union or under a contract of insurance, therefore you may wish to investigate whether you are able to pursue this claim through these methods.