

## Service Summary



### Services

The Claims Shop ('hereafter referred to as the Firm') will advise, investigate and represent the client to lodge a complaint, on the client's behalf, against relevant third parties ('hereafter referred to as the provision of claims management services'). In the course of providing claims management services the Firm will take steps to establish that the client and the respondent(s) have/had a relationship, obtain relevant information to investigate the merits of the claim(s) and, where merit is established, submit a claim to the respondent(s) on behalf of the client. We help pursue claims for Mis-sold Pensions, Investments and Mortgages.

### What Happens Next

We will conduct an initial assessment of your claim over the telephone. You would then be sent our claims pack to sign and return. This includes full T&C's, Letter of Authority, and our Contract with you. Once we have received this pack, we will contact you to go through a detailed telephone interview to obtain further information. We may then write off to your providers to obtain any missing information.

We may then take further action on your behalf which may include: Submitting a letter of claim to your provider or financial adviser; Submit a claim to the Financial Ombudsman Service (FOS), or Submit a claim to the Financial Services Compensation Scheme (FSCS).

### How We Keep You Updated

We will keep you updated throughout the entire claim process by email, phone and letter. If you would like to check the progress of your claim, you can contact our team by any of the following methods:

**Email** [info@theclaimsshop.co.uk](mailto:info@theclaimsshop.co.uk)

**Phone** 01425 517350

**Post** The Claims Shop, 4 Pedlars Walk, Ringwood, Hampshire, BH24 1EZ

### Service Fees

Our fees are set by the Financial Conduct Authority (FCA) and are capped at the following rates:

Redress Band	Consumer redress obtained		Max % rate of charge	Max total fee
	Lower	Upper		
1	£1	£1,499	30%	£420 + VAT
2	£1,500	£9,999	28%	£2,500 + VAT
3	£10,000	£24,999	25%	£5,000 + VAT
4	£25,000	£49,999	20%	£7,500 + VAT
5	£50,000	NA	15%	£10,000 + VAT

### Right to Cancel

If you cancel within 14 days of entering into the contract, you may be able to cancel without charge; at other times, we may need to charge you for cancelling the contract, or otherwise still receive a Success Fee payment out of compensation you receive in future in respect of your claim. Please see T&C's for full details.

### Complaints

Should you have a complaint you can contact us by any of the following methods: **Post:** The Claims Shop, 4 Pedlars Walk, Ringwood, Hampshire, BH24 1EZ. **Email:** You can email us at [info@theclaimsshop.co.uk](mailto:info@theclaimsshop.co.uk) **Phone:** You can tell us about your complaint by calling: 01425 517350. We will acknowledge your complaint within 5 business days. We will try to resolve your complaint within 4 weeks. If we cannot resolve the matter within 4 weeks, we will give you a satisfactory explanation regarding the extra time required. Within 8 weeks of receiving a complaint we will send you a final response which will adequately address the complaint. If you are not satisfied with our final response, then please refer to our full complaints procedure which can be found on [www.theclaimsshop.co.uk](http://www.theclaimsshop.co.uk) or can be supplied on request. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to the Financial Ombudsman service you can contact them by any of the following methods: **Post:** Financial Ombudsman, Exchange Tower, Harbour Exchange, London, E14 9SR **Phone:** 0800 023 4567 **Online:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) **Please note** Any complaint must be referred to the Financial Ombudsman service within 6 months of the date of our written final response.

### Need to Know

You have the right to shop around and consider using the Financial Ombudsman Scheme independently or Citizen Advice Bureau or directly claim yourself to the Third Party for free. You should also consider, and tell us, if you have any other means of pursuing the Claim including using any legal expenses insurance.