

10 Northbrook Road, Ilford, Essex, IG1 3BS - Tel. 020 8220 6792 or 020 8220 9596

Authority Form

To Whom It May Concern:

(Life) Company Name :

POLICY NO(S).

Please accept this letter as my/our authority for you to deal with any enquiry from Life Policy Reclaim Ltd or provide any information requested by them in respect of the above policy(ies) including, but not limited to, all point of sale information and/or documentation. I/we would also request that you communicate directly with Life Policy Reclaim Ltd as my/our representative.

I/We would request that you accept a photocopied version of this document, thereby enabling Life Policy Reclaim Ltd to keep the original on file for future use.

Life Policy Reclaim Ltd may also use this authority to deal with any other parties it may consider appropriate, including, but not restricted to the Financial Ombudsman Service.

I/We have read and understood the documentation provided and retained copies where appropriate.

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Signature

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Signature

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Full Name in capitals

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Full Name in capitals

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Date

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Date

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Date of birth

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Date of birth

Address:
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Previous address(es)
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Terms of Business

I/We (names).....

of (address).....

agree to allow Life Policy Reclaim Ltd to deal with my/our complaint against (company).....

.....regarding policy no(s).....

I/We understand that:

1. By entering into this agreement, Life Policy Reclaim Ltd is authorised to make a claim for compensation on my/our behalf and to negotiate the most favourable outcome that it believes can be achieved.
2. If my/our complaint is not successful I/we will not have any costs to bear. In the event that my/our complaint succeeds I/we agree that I/we will pay Life Policy Reclaim Ltd an amount of 20% plus VAT (24%) of any compensation received within 14 days of receiving payment. The compensation sum does not include the surrender or maturity value of the policy/investment. For disputed policy benefit claims, the compensation sum includes any increase achieved in the claim settlement offer. If your case has been referred to us through a third party then the third party may receive a payment for this from us if the claim succeeds. Any fees paid to the third party are paid from our standard fee and you do not incur any additional costs.
3. Life Policy Reclaim Ltd is not able to provide financial advice and if I/we require such advice I/we will need to seek independent financial advice.
4. I/we can complain ourselves without incurring any costs and am/are aware that I/we can shop around or seek further advice as appropriate.
5. I/we have 14 days from the date of signing in which I/we may cancel this agreement without incurring any costs by using the Cancellation Notice enclosed.
6. If I/we cancel (including by breach of this agreement) after the 14 day cancellation period and compensation has been awarded to me/us I/we will pay reasonable costs for the work carried out (if the compensation sum is accepted by me/us then I/we shall be liable to pay the fee as set out in 2 above). Further details of this can be obtained from Life Policy Reclaim Ltd. In such circumstances the authority given by me/us for release of information from the insurer cannot be cancelled or revoked.
7. Where necessary I/we have given Life Policy Reclaim Ltd all the documents (including those in an electronic format) that I/we are aware of and that are relevant to the claim. I/we will co-operate with Life Policy Reclaim Ltd in the event of any further reasonable request for documents, forms or information.
8. Life Policy Reclaim Ltd has an internal complaints procedure, which is available on request at any time should I/we wish to view it.

Declaration

I/We have had sufficient time to consider and understand the terms and conditions above and are happy to proceed on this basis. I/We have also read and understand the information contained within the document entitled 'General Information'.

Signature

Signature

Name in capitals

Name in capitals

Date

Date

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Important General Information

By law we are required to make you aware of certain information. Please take the time to read this document carefully before agreeing to our terms of business.

If you have any difficulty understanding this and require assistance please contact us or seek professional guidance.

You can pursue your complaint free of any charges if you so wish by raising the matter directly with the product provider. Please bear in mind, however, that you will be representing yourself from beginning to end. If you are not happy with the insurance company or third party decision you can take your complaint to the Financial Ombudsman Service (FOS). The FOS provides a free and independent mediation service. However please bear in mind that they do not take sides and reach a view based on the strength of evidence and information that has been provided to them. We have considerable experience of dealing with the FOS and naturally we would look to use this in order to try and secure the best possible outcome for you.

Once we receive instructions from you we will be acting on your behalf. We will begin by submitting details of your concerns to the insurers or other third party. In line with FSA rules they have 5 business days in which to acknowledge the complaint and are usually expected to complete their investigation within 8 weeks of receipt. If the complaint is not resolved within 4 weeks they are duty bound to inform you of the progress made and the likely timescale to finish their enquiries. If the investigation is still not complete after 8 weeks the third party must inform you of your right to refer the matter to the Financial Ombudsman Service.

Throughout the complaint process we will endeavour to keep you informed of developments so that you are able to make informed decisions as required or to provide us with further information or evidence as appropriate.

Please ensure that you read carefully, understand and retain any complaint documentation. Where you are required to check forms, please ensure that you do so promptly and complete them where necessary. If you receive any communication regarding your complaint direct from the product provider, it is important that you let us know immediately. All statements and answers remain your responsibility.

When instructed you should provide us with all documents (including those in an electronic format) that are relevant to the claim.

Our fee is 20% plus VAT of any compensation secured. By compensation and in cases where we secure you a refund of your premiums/investment plus interest we mean the amount over and above the value of your plan. So for example if your plan is worth £10,000 and we secure you £18,000 your compensation amount is £8,000 and our fee will be 20% of this plus VAT (£1,920). In some cases the insurance company will have already paid you a surrender value, maturity value or the plan may have lapsed without value. In these cases our charge will be 20% plus VAT of the amount secured. **There is no charge if we do not secure any compensation for you.**

Questions and Answers

We can appreciate you may have queries and hopefully the answers below can reassure you about the service we provide.

Is it a genuine no win no fee service you provide?

Yes, absolutely. There is nothing to pay upfront or while your complaint is ongoing. It really is a genuine service and you will only need to pay if you receive compensation.

Are there any catches or upfront fees?

No. Our only requirement is that in the event compensation is paid settlement of our fees is made promptly and within 14 days of being compensated. As you can appreciate because of the way in which we operate we require prompt settlement. If payment is not made in a reasonable timescale we may take legal action to recover fees if this becomes necessary.

What if I don't have my policy or investment details anymore?

No problem. The insurer will usually keep your details and it may help if you do not have your plan number to note your old addresses and date(s) of birth on the authority form we have enclosed.

How long does the process take?

Our initial step will be to obtain information regarding your plan or investment from the insurance company which can take between 2 to 4 weeks. With some insurance companies this can longer as we experience administration problems with certain companies. In terms of the investigation every case is different but the insurer is required to complete their enquiries within 8 weeks of receiving it and the complaint can be referred to the Financial Ombudsman Service (FOS) if the investigation outcome is not issued by the 8 week time limit. If the complaint is referred to the FOS the case could take longer to complete (due to their volumes). It may in some cases be possible to escalate the process quicker if you are able to demonstrate that you have financial or health problems.

Can I pursue the claim myself?

Of course. However, by engaging our services you are benefiting from our experience of the financial services rules and regulations and we are also able to rely on precedents from similar cases. This is particularly useful when a complaint is referred to the Financial Ombudsman Service. We are happy to provide you with examples of successful cases where we have secured compensation for our clients.

Is it possible to obtain compensation and keep the plan going?

Yes we have in many cases obtained compensation and secured replacement cover with the same company or allowed the existing plan to continue with compensation being paid as well.

Do you get paid the compensation and then take your fees and pay us the balance?

We do not handle client money so even if the insurance company send us a cheque it will be payable to yourself. Alternatively some insurers credit your account directly and payment is then made to us. It is up to you then to settle your account with us.

Privacy Policy

We comply fully with terms of the Data Protection Act (General Data Protection Regulation Act May 2018). The data that you supply to us is used only for the purpose of processing your claim and is only shared with the insurers and the Financial Ombudsman Service if necessary. We do not sell or pass on your data to any third parties. If you believe there is a problem with the way in which your data has been handled we will be pleased to investigate your complaint and inform you of your right to refer the matter to the Information Commissioner's Office (ICO) should you remain unhappy.

Complaints Handling Procedure

Our aim is provide you with a first class level of service, however, in the event you are dissatisfied with our service please contact us by telephone, email or write to us and we will take all reasonable steps to investigate your concerns

We shall do this by acknowledging your complaint within 5 business days of receipt and provide you with the name and title of the individual dealing with your complaint

If we have not completed our investigation within 4 weeks of receipt we shall write to you with reasons and an indication of when we will be able to conclude our enquiries

If the investigation is not complete within 8 weeks we shall write to you again providing reasons for the delay and inform you of your right to refer the handling of the complaint to the Legal Ombudsman if you remain dissatisfied with the delay

Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.

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
Exchange Tower
London
E14 9SR

Freephone number 0800 023 4567

Cancellation Notice

Only to be completed if you change your mind after agreeing to our Terms of Business and wish us to stop dealing with your complaint.

Please note that you can cancel your agreement by phoning us or emailing us.

If you cancel the agreement after it has been in force for more than 14 days a charge may be made by Life Policy Reclaim Ltd for the time spent dealing with your case but only in the event compensation has been accepted by me/us, in which case our standard fee will be applied.

I/we do not wish to continue with my/our complaint and would ask you to cancel my/our agreement with immediate effect.

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Signed

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Signed

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Name in capitals

.....
Name in capitals

.....
Date

.....
Date