

Summary of Key Information

(Appliance Cover, Pay Day Loan, Packaged Bank Account Claims)

Other Methods & Services – You do not need to use the services of a Claims Management Company like Money Management Team. You may contact the Third Party that your complaint is against directly for free if they are still trading, and as applicable to your claim type. [The Appliance Provider for Appliance claims. The Lender for Pay Day Loan claims. The Bank for Packaged Bank Account claims.]. For Packaged Bank Account Claims the Financial Services Compensation Scheme (FSCS) offer a free service if the bank is no longer trading. The Financial Ombudsman Service (FOS) may be contacted if you have approached the Third Party your complaint is against first, and wish for them to review your case for free providing it falls within their remit. You also have the right to seek further advice from other legal firms or consumer organisations if you wish to, subject to any time limits within which a claim must be made.

Appliance Cover, Pay Day Loan, Packaged Bank Account Claims Key Information

SERVICE

We will liaise with you and the Third Parties to gather appropriate information relating to your matter(s). We will present a formal complaint to be investigated and we will liaise with the relevant Third Parties on your behalf. Third Parties may include the Appliance provider, The Lender, The Bank, The Financial Ombudsman Scheme (FOS), The Financial Services Compensation Scheme (FSCS) as applicable to your case(s).

YOUR INPUT

Provide accurate information which will not be deliberately misleading when discussing and completing documentation. Promptly supply us with all relevant documentation to pursue or evidence of your claim that we have requested from you. Read our Service & Fee agreement and the Claims pack documentation in full and keep them for your records. Once you are happy to instruct us to work on your behalf, to sign and return the Letter of Authority to us. Tell us if you move house or change contact details so the information we hold for you is accurate. Return to us with any information that we need from you. Tell us if the Third Parties contact you directly, including advising us if you receive an offer directly or if payment is sent to you directly. Allow us to deduct our fee before forwarding the balance to you if the Third Party makes the payment direct to us.

CANCELLATION

The Claim can be cancelled within 14 days of us receiving the signed documentation at no charge. If you wish to terminate the agreement outside of this time please contact us, if an offer has been made our fees will apply. You can request to cancel via phone on 0800 103 2631 or 01925 552923 | email at complaints@moneymt.co.uk | via our online cancellation form at www.moneymt.co.uk | or in writing at Money Management Team Limited, Unit D Ribban Court, 20 Dallam Lane, Warrington, Cheshire, WA2 7NG

UPDATE

We will aim to update you within 10 days of receiving a case update via phone, letter or email, and where no update is available a minimum of every 6 months. You can contact us at any time to request an update.

OUR FEES

Our fees for a Claim are 25% + vat a total of 30% of the total redress offered by the Third Party (Lender, Bank, Appliance Provider, FSCS, FOS) of any successful mis sell enquiry or claim. If the Claim is unsuccessful you will not be charged. MMT Fee illustrations below: not an estimate of amount likely to be recovered from the Third Party. The fee you have to pay may be more or less than these illustrations

Total Recovered	£1,000	MMT Fees @ 25% £250+VAT £50	Total Fees £300	Customer Receives £700
Total Recovered	£3,000	MMT Fees @ 25% £750+VAT £150	Total Fees £900	Customer Receives £2100
Total Recovered	£10,000	MMT Fees @ 25% £2500+VAT £500	Total Fees £3000	Customer Receives £7000