

**Money Management Team Limited Reclaim Service & Fee Agreement. Please read thoroughly before signing and agreeing to our service**

**IMPORTANT INFORMATION**

**PPI CHECK** - The **PPI Check** service is a free, no obligation service. To determine your PPI status we will submit your PPI check request to your lender via their pre-submission process. If no PPI is found, we will advise you of this, the case will be closed and there will be no charge to you. If the lender confirms that PPI was or may have been present we will call you with a view to submitting a formal complaint to the lender, and explain the next steps in the process. The decision is yours on whether you authorise Money Management Team to carry out the complaint on your behalf.

By agreeing to submit a formal complaint you are agreeing to the **PPI Claim** terms and conditions shown below. In the event of us offering the PPI Claim service and you do not wish to proceed with the PPI Claim, we will close your case and there will be no charge for the work done.

**PPI CHECK TIMESCALES** - On average, we receive a response to the PPI Check back within 6 weeks from us issuing the request to your lender. However, timeframes vary dependent on the lender and whether that lender requires further information in order to facilitate your check.

PPI Check is a FREE service with no obligation to proceed following the check, if you do wish to proceed to complaint stage then the PPI Claim terms and conditions detailed below would apply. You are entitled to cancel this PPI Check service agreement at any point prior to a formal complaint being submitted.

**PPI CLAIM**

Should your lender confirm that PPI was or may have been present, we will contact you to confirm if you wish to proceed with the PPI Claim process. Should you wish to do so, we will complete a complaint pack in preparation for a complaint submission. By completing this complaint pack, you are agreeing to the PPI Claim terms and conditions as below. These terms and conditions supersede the PPI Check terms and conditions above. Upon being offered our PPI Claim service, should you decide not to proceed, we will close your case and there will be no charge to you. You are able to make a PPI complaint directly yourself. All lenders and the Financial Ombudsman Service offer a free service for your complaint; however, we aim to make the process as smooth as possible for you. Your complaint will be submitted to your lender via our complaint process. If unsuccessful we may refer your case to the Financial Ombudsman Service and we will not use the Court Service.

Our aim is to provide an assessment service in respect of products, advice and services you may currently hold or have previously undertaken or received in order to establish whether there is 'in principle' a potential claim in respect of any financial loss that you may have suffered including any undisclosed commission wherever applicable. After completion of an initial questionnaire and a careful case assessment, if it then appears that you have suffered a financial loss Money Management Team Limited will aim to actively pursue that claim or claims on your behalf. We will notify you in writing of any offers of redress made by the financial company. Only sign the Letter of Authority to Act form and return to us if you wish to be bound by our terms and having researched other methods of making a claim yourself such as the Financial Ombudsman Service and you are happy to engage our services. Please keep this copy for your records. If MMT were identified by a third party as being a service provider who may be more suitable to your circumstances, and you choose to accept our service, please be advised that any transfer of business will relate to any and all matters. If it is found that the amount of undisclosed commission involved in the sale of your PPI policy was unfair you should receive: A refund of any undisclosed commission above 50% along with the interest that you have incurred on this, and in many cases a further interest of 8% on this figure

**FEES**

Money Management Team Limited will work for you on a No Win No Fee basis, and we aim to identify additional claims as part of our audit process. In some instances, your lender may decide to reinvestigate your complaint. If this results in your claim being upheld you will still be liable for our fees. We may pay referral fees for claims management business introduced to us. We will charge a success fee where we are successful in reducing your debt liabilities or reclaiming redress on your behalf. Our standard Fee is 20% plus VAT\* which is a total of 24% (at the prevailing rate) of the total redress offered by the lender of any successful mis-selling enquiry or claim. Please note, our fees are due on the total amount of redress/commission prior to HMRC's deduction. \*Our fees are subject to Regulatory Change and will be charged at the prevailing maximum rate; however, we will never charge you in excess of 20% +VAT.

**FEE EXAMPLES**

**1. Full Refund example**

Refund of premiums £2,000  
Reduction of loan £0  
Total amount recovered £2,000  
Our fees on this matter would be £480.00 (20% - £400.00, VAT - £80.00)  
Consumer receives - £1,520

**2. Partial Refund example**

Refund of premiums £1,500  
Reduction of loan £500  
Total amount recovered £2,000  
Our fees on this matter would be £480.00 (20% - £400.00, VAT - £80.00)  
Consumer receives - £1020

**3. No Refund Reduction of Loan example**

Refund of premiums £0  
Reduction of loan £2,000  
Total amount recovered £2,000  
Our fees on this matter would be £480.00 (20% - £400.00, VAT - £80.00)  
Consumer pays - £480

Our fee will be payable by you regardless of which claim refund method you're offered by the lender. The payment method adopted will depend on your circumstances. If you are in a debt solution, we will only pursue a claim if it is in your best interest to do so or on Instruction of your Insolvency Practitioner. We will obtain your agreement before accepting any offer or redress however we cannot take responsibility for any refund calculation completed by the lender if this is proven to be incorrect or incomplete. We cannot give you any guarantee about the success of any claim. If your claim is successful any PPI attached to the policy/policies will be cancelled and you will no longer have the PPI cover in place. If Money Management Team cannot deal with your claim, where appropriate you will be offered a service provider which may be more suitable to your circumstances, and should you choose to accept this service, you understand that any transfer of business will relate to any and all matters. MMT may receive a referral fee from the business

**Your Right to Cancel**

You are entitled to cancel this agreement at any point. Should you wish to cancel at any time please contact us on 0800 103 2631 or 01925 552923 OR email us at [complaints@moneymt.co.uk](mailto:complaints@moneymt.co.uk) OR you can download the cancellation form on our website [www.moneymt.co.uk](http://www.moneymt.co.uk) or complete the digital cancellation form. OR you can contact us in writing at Money Management Team Limited, Unit D Ribban Court, 20 Dallam Lane, Warrington, Cheshire, WA2 7NG. We advise that you obtain proof of postage if sending via post.

**What You Need to Do**

- You will be required to supply us with all relevant documentation in your possession to pursue or evidence your claim, this may be but not exclusive to: copy loan agreements, copy running credit agreements, copy correspondence from the lender or insurance provider.
- Tell us if you move house or change contact details
- Return to us with any information that we need from you
- Tell us if the lender contacts you directly

- Allow us to deduct our fee before forwarding the balance to you

Where the financial company issues redress directly to us we will issue you an invoice for the amount of the success fee and deduct it directly from the redress. The balance will be payable to you within 10 business days. If the financial company pays redress directly to you, or uses the redress to reduce your debt liabilities, we will send you an invoice for the amount of our success fee. We would normally expect payment of our fees within 10 days of your payment being cleared in your account.

If our invoice remains unpaid after this time and you have not agreed with us a payment schedule, we will take steps to recover any fees due to us. This may include a debt collection process. In the event of having to pursue you for our fee your individual circumstances will be taken into consideration. We reserve the right to deduct from your redress any other success fees that are due to us in relation to any successful reclaim service which we are performing for you. For example: Claim A has success fees outstanding. Claim B has a successful compensation payment. Claim A success fees are paid by Claim B compensation payment. This would only be done with your prior consent.

## **GENERAL**

Money Management Team Limited: Regulated by the Claims Management Regulator in respect of regulated claims management activities; Its registration is recorded on the website [www.claimsregulation.gov.uk](http://www.claimsregulation.gov.uk) (CRM34681). Registered with the Information Commissioners Office, Registration number: ZA029120. Registration Address: Railex Centre, Crossens Way, Marine Drive, Southport, Merseyside, PR9 9LY  
Company Number: 08290403/VAT Number: 180 982579 Calls may be recorded for training and security purposes.

### **Customer Satisfaction**

At Money Management Team we continually strive to improve the level of service that we provide to our clients. As such, you may receive an invitation to participate in a customer satisfaction survey via Feefo, Survey Monkey email or Facebook

### **Dissatisfaction – What to do.**

If at any time you wish to make a complaint about any aspect of the service you have received from MMT please contact our office by telephone 01925 552 923 or 0800 103 2631, or by email at [complaints@moneymt.co.uk](mailto:complaints@moneymt.co.uk) or by appointment, or in writing for the attention of the Complaints Department:

Complaints Manager, Unit D Ribban Court, 20 Dallam Lane, Warrington, WA2 7NG

A copy of our Complaints Procedure has been provided in your initial documentation and is also available on our website at [www.moneymt.co.uk](http://www.moneymt.co.uk) or upon request by contacting our office. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about poor service from claims management companies. The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows: [www.legalombudsman.org.uk/cmcc](http://www.legalombudsman.org.uk/cmcc)

Call 0300 555 0333 between 8.30am to 5.30pm Mon – Fri

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines.

If you are calling from overseas please call +44 121 245 3050

NGT Lite users: 18001 0300 555 0333

Minicom text phone user: 18002 0300 555 0333

Email [cmcc@legalombudsman.org.uk](mailto:cmcc@legalombudsman.org.uk)

Or in writing at:

Legal Ombudsman,

PO Box 6804,

Wolverhampton, WV1 9WG

### **Data & Confidentiality**

All of your data is controlled & processed in accordance with the General Data Protection Regulation & will be used to help us process your case. Your files are kept for up to 7 years & will be returned to you upon request. Our Privacy policy can be located at <https://www.moneymt.co.uk/privacy-policy/>  
Our post handling centre will securely destroy any documentation you provide us with, please refrain from sending any original documents to us.

### **Using companies to process your information outside the EEA**

All countries in the European Economic Area (EEA), which includes the UK, have similar standards of legal protection for your personal information. We may run your accounts and provide other services from centres outside the EEA (such as South Africa) that do not have a similar standard of data protection laws to the UK. If so, we will ensure that your personal information is to be protected to at least UK standards.

If there is any part of this agreement you do not understand, or you require it to be supplied in a larger print, or if English is not your first language, then please call your claim handler on: 0800 103 2631.