

Service Summary

Services
<p>United Claims Management Limited ('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').</p> <p>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. The Firm will keep the client updated on the progress of the claim by email, telephone, post on a monthly basis.</p>
Client Obligations
<p>The client must provide the Firm with all documentation likely to be needed to pursue the claim(s), complete the necessary paperwork required and promptly communicate all relevant information to the Firm throughout the claims process.</p>
Service Fees
<p>The Firm charges 15% + VAT for the provision of the claim's management service under this agreement, the service fee is calculated from the net or gross amount of compensation</p> <p>Please find below an illustration of what our service fee would be if you obtained redress/compensation to the value of £1,000, £3,000 and £10,000.</p> <ol style="list-style-type: none">1 The Firm's service fees are £150.00 + £30.00 VAT, if the client recovers £1,000 in compensation2 The Firm's service fees are £450.00 + £90.00 VAT, if the client recovers £3,000 in compensation.3 The Firm's service fees are £1,500.00 + £300.00 VAT, if the client recovers £10,000 in compensation.
Right to Cancel
<p>The client can cancel this agreement at any time within 14 days without giving any reason and without incurring any liability. The client can communicate their cancellation by telephone, in writing, in person or can use the cancellation form accompanying the Firm's terms of business.</p>
Right to Terminate
<p>The client can terminate this agreement at any time after the 14 days cancellation period. If applicable, the Firm will charge the client a termination fee of £50.00 per hour if the client terminates the agreement after the 14 day cancellation period.</p>
Redress Schemes
<p>The client does not need to use the Firm's services to lodge a complaint against the respondent(s). The client can present the claim(s) for free either to the respondent(s) or, if the respondent rejects the claim, to the if applicable, the Financial Ombudsman Service.</p> <p>If applicable, the respondent is a member or subject to an alternative dispute resolution scheme other than an ombudsman scheme. It is possible for the client to present the claim themselves to the alternative dispute resolution scheme.</p>