



The 8 Steps & Our Service Standards

At Money and Me Claims we pride ourselves on consistently achieving the service level standards set out in this document, and in doing so, building on our excellent reputation. With a little help from you, our aim is to exceed your expectations every step of the way.

Having specialised in financial claims since 2009, focusing on the pension and investment sectors since 2013, we have a strong track-record in preparing compelling mis-sold cases. We have helped thousands of clients win tens of millions of pounds in compensation; however, pursuing a claim for compensation can often be a long, frustrating process...

This document seeks to help you understand the process that you are about to embark upon, what you can expect from us, and just as importantly, what we require of you! It's super easy to understand, but don't worry if you have questions - during the early stages of your claim, one of our Claims Specialists will go over this document with you again to clarify any queries and ensure we have managed your expectations fairly from the very beginning.

A good starting point is for you to understand that any compensation awarded (subject to limitations) is supposed to 'put you back' to the financial position you would have been in, had you not acted on the unsuitable advice you received. Then, when presenting your case, we are required to provide evidence that regulatory rules were breached when the financial transaction(s) under scrutiny took place. If we are successful, this is when compensation is likely to be awarded.

Of course, we can never guarantee a successful outcome, however we do guarantee to work diligently according to our 8 step process and to 'treat you fairly' by being honest and transparent with you every step of the way.

We expect the same of you and in return, we kindly ask that you take the time necessary to read this document in its entirety and in particular, follow the **steps detailed in green.**

Thank you.

Our Partnership starts here.....

STAGE 1: Welcome to Money and Me Claims

What you can expect from us:

Following your enquiry, one of our Claims Specialists will make contact with you to explain who we are, to give you some important regulatory information (such as how and what we charge) and to clarify how we approach your claim. At this point we will give you the opportunity to discuss the documents we have sent you including our 'Copy' Terms of Engagement and our Vulnerable People Policy - should you need our extra help in this regard or require a Trusted Person to deal with your claim on your behalf.

Purpose:

For you to gain a **thorough understanding** about how we operate and for us to establish whether you may have a claim.

What we require of you:

All we ask is that you check the forms carefully and ensure you understand them and then complete any missing information such as policy numbers, then respond to our efforts to make contact with you in a timely manner and hold one or possibly two 15 – 20 minute phone/video call(s)- whichever you prefer. We also require you to read and understand any documents subsequently provided, including our 'Terms of Engagement', which you can then complete if/when you wish to appoint us to manage your claim.

Prompts:

We will make two attempts to contact you over the phone or via text message. If you do not return our calls or text messages, we will assume you no longer wish for us to follow up your enquiry and delete your records.

What's next:

You will be contacted by one of our team to arrange your 'Welcome call'. During the call we will explain the next stages of the process and give you an idea what information and documentation is required in order to pursue your claim. We will also advise you of the latest scams and tactics used by those we are claiming against to delay or even persuade you to drop your claim. **The call will last approx. 10 – 15 minutes.**

Timescales:

We aim to complete this stage within 2 weeks of your enquiry. If you have not had a Welcome Call from us during this period, please contact us via phone, text or email – whichever is the most convenient.

STAGE 2: – Obtaining the required information.

What you can expect from us:

Following your 'Welcome call' we will arrange for pre-populated 'Forms of Authority' (FOAs) to be posted or emailed to you.

What we require of you:

To check the forms and complete any missing information such as policy numbers. It is extremely important that you then sign, date and return them promptly to us. You must also include a copy of your:

- Valid photo I.D. (passport or driver's licence)
- Proof of residency (utility bill or a bank statement) no more than 3 months' old.

Please note: we advise you to send copies of these documents electronically, but if you prefer to post hard copies, we will provide you with an addressed envelope. Note, it is prudent to send them via recorded/special delivery.

Optional: it would be really helpful if you could forward any of the following if you have them:

- The 'Reason Why' and/or 'Suitability' letter provided by your Adviser.
- Any documentation that helps us identify the companies involved.
- Any application forms, analysis reports, or signed declarations.

Purpose:

Along with the documents you provide, the FOAs provide us with your permission to obtain information from third parties required to construct the legal argument. It is paramount that we obtain as much relevant information as possible, so we will assist you in determining what information is relevant.

What to check to ensure smooth completion of this stage:

Occasionally, a third party will deploy 'delay tactics', for example, by asking you to confirm you have given your permission for the information to be released. If this happens we will ask you to contact them personally as soon as possible to confirm they can deal with us directly.

Upon receipt of your (completed) FOAs, we aim to obtain third party information within 30 days.

Timescales: We aim to complete this stage within 6 weeks of your enquiry.

STAGE 3: Assessing your information

What you can expect from us:

Once we have received and assessed your information, we can then establish if you have a claim. If we believe a claim is justified, we will pass your case to our specialist underwriting team, who, as soon as they are able, will generate a personalised '**Claim Advice Report**' estimating your losses and detailing which parties could be pursued for compensation.

If we can't justify a claim, or there is insufficient loss, we will inform you in writing and delete your records.

Timescales: We aim to complete this stage within 8 weeks of your enquiry.

STAGE 4: Your Questionnaire and further requests for information

What we require of you:

Either use the [BOOK HERE](#) email link or contact the office to arrange a convenient time for your 15 minute 'questionnaire' call – whichever is convenient for you. Note, if we identify a need for additional documentation during the call, please forward it to us promptly.

Purpose:

To confirm and expand on matters relevant to your situation, including your income, financial standing, attitude to risk, your motivation for investing, details around the advice given and any other important facts that will help us construct an accurate and cogent legal argument.

STAGE 5: Constructing your legal argument

What you can expect from us:

We will thoroughly examine your files/documents and analyse the financial advice you received in relation to the regulatory guidelines applicable at the time. This will enable us to construct your legal argument, which, once complete, will be sent to you via email, using our secure online portal.

What we require of you:

To review the legal argument and confirm your approval (or otherwise) within 3 days. Note, if you do not respond within 7 days the 'link' to our Portal will expire, causing unnecessary delays.

Purpose:

To ensure that at the point of submission to the relevant body, we have avoided unnecessary delays and your claim is as comprehensive as possible.

Timescales: We aim to complete this stage within 16 weeks of your enquiry.

STAGE 6: Submitting your claim

What you can expect from us:

We will prepare (and where possible pre-populate) a full pack of documents, including application forms, the completed questionnaire, 'approved' legal argument and any additional FOAs required and post or email these to you.

What we require of you:

To review the documents, **SIGN AND DATE** where indicated and then return them (in the envelope provided) as soon as possible, **preferably within 7 days of receiving the pack; OR, where and when applicable, give us your written consent to sign them on your behalf.**

Purpose:

To present your full claim/suite of documents to the 'relevant' company (or individual) who mis-advised you or to the 'relevant' compensation awarding organisation such as the Financial Services Compensation Scheme (FSCS), the Financial Ombudsman Service (FOS), or The Pensions Ombudsman (TPO).

Timescales: We aim to complete this stage within 17 weeks of your enquiry.

STAGE 7: Liaising with the recipient of your claim

What you can expect from us:

We will liaise with the 'relevant' company or organisation periodically to ensure they 'treat you fairly' in terms of respecting their own service standards, paying particular attention to stated timescales and the efficient progression of your claim. We will also update you via email, text or by phone call, depending on the complexity of the update.

What we require of you:

To respond to any requests in a timely manner to ensure your claim continues to progress efficiently.

Timescales:

We aim to obtain a decision for you within the following timescales from when we submit your claim to the relevant body:

- **From the company: 8 weeks**.**
- **From the FSCS: 26 weeks according to their service standards.**
- **From the FOS: Please note the FOS do not work to set timescales and in our experience can take 12-24 months to reach an initial decision.**

**Please note: Where a company doesn't agree with our findings, we must then refer your case to the Financial Ombudsman Service to fulfil the role of 'independent adjudicator'.

STAGE 8: The (Initial) Decision

What you can expect from us:

If the initial decision regarding your claim is successful we will:

- 1)** Arrange to pay you the compensation awarded (minus our fee + VAT) within 2 working days of receiving the funds into our Client Account.
- 2)** Conduct a 'post compensation review' to check whether the terms and the monetary value of the award are fair. The review will also help us determine whether:
 - the award is an 'interim' payment – with the potential for further compensation.
 - the award is a 'full and final' settlement – and what that means to you.
 - there are further legitimate claims to pursue.
- 3)** Obtain your feedback on your claims experience with us and if you're happy to provide one, request a testimonial from you.

What we require of you:

To ensure prompt payment please ensure we have up-to-date copies of:

- - **A recent bank statement.**
 - **Proof of residency.**
 - **Photo I.D.**

In the rare event that the initial decision regarding your claim is unsuccessful: we will notify you and explain why this is the case and discuss alternative courses of action, such as an appeal, or the re-presentation of your case.

IMPORTANT NOTES:

- Our calls are recorded for regulatory purposes and to evidence we are treating you fairly throughout the claim journey.
- At the time of publishing this document (17/04/2020) the FSCS applies a limit of £85,000 compensation to each (regulated) firm.
- The FSCS issues '**Soft Closure Letters**' if responses are not forthcoming to its additional information requests. We can avoid these being issued with timely responses.
- There is a six-year time limit to bring a claim against a financial adviser/regulated entity from the date of its negligence/unsuitable advice. However, it may still be possible to '*start the clock*' from three years from your '*date of knowledge*' of the negligence/unsuitable advice.

IMPORTANT CANCELLATION INFORMATION:

Whilst you will not be charged for our services should your case be unsuccessful, or we determine for any reason that your case is no longer worth pursuing, it is important that you are aware of and understand our charging policy should you decide to cancel your agreement after the 14 day cooling off period has expired.

It is equally important you understand that **in the event you do not respond to our requests, we will treat this as your intention not to proceed with the claim. Please be aware that in this instance charges will apply for the work already undertaken from the point of our appointment. Please refer to our cancellation charges as set out in the table below and our Terms of Engagement for more information.**

We will, of course, be fair and reasonable and give you every opportunity to engage with us, showing compassion and understanding should your circumstances change or the information required is simply not obtainable. We will even allow you one week from receipt of any cancellation request to re-engage. However, the fact remains, and we cannot stress enough, how important it is that once you engage our services, you work with us to complete the claims process.

STAGE	POINT OF CANCELLATION	CANCELLATION FEE
1	Welcome to M&M Claims	0% of the anticipated fee
2	Obtaining the required information	10% of the anticipated fee
3	Assessing your information	20% of the anticipated fee
4	Your questionnaire and further requests for information	30% of the anticipated fee
5	Constructing your Legal Argument	75% of the anticipated fee
6	Submitting your claim	90% of the anticipated fee
7	Liaising with the recipient of your claim	90% of the anticipated fee
8	The (Initial) Decision	100% of the fee