

Pre-Contractual Information

1 Our Services

Consumer Refund Service is a claims management company. We provide claims management services in relation to financial services/product claims to our customers. We will ask you to provide the details about your case. We will investigate whether you are entitled to make a claim against your motor finance provider for an undisclosed commission claim and, where appropriate, pursuing a claim on your behalf in order to obtain financial redress or compensation. We will not process your claim(s) unless we receive consent from you.

2 What you need to do

- We will ask you to read our terms and conditions and this pre-contractual information and ask you to sign our letter of authority and our terms and conditions. On receipt of which we will begin to investigate the merits of your claim.
- We will contact all the lenders you have informed us about on your behalf and request all of your documentation in relation to your motor finance agreement
- We will compose a letter of claim relating to the non-disclosure of commissions. We will act on your behalf to pursue a claim for a refund of interest and charges, credit records to be updated to remove the mis-sold loan(s) or negative credit data; and compensatory interest at 8% per year for the interest payments you have already made.
- Where necessary and appropriate we will represent you with the Financial Ombudsman's Service (FOS).

3 Keeping you updated

We will keep you informed of your claims progress by letter, email and text message. At any time between 9am – 5pm Monday to Friday or you can call our office on 01661 678007 for an update.

4 Charges

Our fee is a percentage + VAT of the compensation awarded depending on the amount received in line with the table below. You only need to pay us your fee **after** receiving your compensation from the creditor(s).

Amount of Compensation	Percentage charge	Maximum Fee
£1 - £1,499	30%	£420.00
£1,500 - £9,999	28%	£2,500.00
£10,000 - £24,999	25%	£5,000.00
£25,000 - £49,999	20%	£7,500.00
£50,000 or above	15%	£10,000.00

Examples of how we charge the fees are shown below:

- If £1,000 is awarded - then the fee payable by you to us would be £360 (inclusive of VAT where applicable)
- If £3,000 is awarded - then the fee payable by you to us would be £1,008 (inclusive of VAT where applicable)
- If £10,000 is awarded - then the fee payable by you to us would be £3,000 (inclusive of VAT where applicable)

5 Additional Information

You are not required to use our services to pursue your claim and it is possible for you to present the claim yourself for free, either to the person against whom they wish to complain or to the statutory ombudsman or the statutory compensation scheme. You may cancel this contract within 14 days without giving a reason and you will not have to pay any fees. You may cancel this contract after 14 days; however, this may be subject to charge. Any charges will be confirmed upon notice of cancellation.