

## Pre Contract Information



### 1. What do I need to do?

Please carefully read all of the information provided and then sign each document where highlighted and then send them back to us along with copies of any relevant documentation in the envelope provided.

### 2. Do I need to provide any documents?

We only need initially to see the recent correspondence from your lender that confirms you had PPI with them. Occasionally further documents become necessary but we will discuss this with you should the need arise.

### 3. What will Etico do?

If you elect for the Etico claim service we will discuss with you the circumstances surrounding the sale of your lending and carefully take details. It is likely that your lender will require paperwork completing with further information before they can investigate your claim fully. We will use the details you give us to complete the appropriate paperwork for you and submit it to your lender. They will then investigate and provide a final response with an offer, if the complaint is upheld. We will contact you in relation to this response as soon as we receive it.

### 4. What if my claim is rejected?

If your claim is rejected by the lender, we will look at the reasons given for the rejection and advise you whether we believe there are grounds to challenge that rejection. If so, we will formulate an appropriate case to refer to the Financial Ombudsman Service (FOS) and this will involve completion of further paperwork which we will discuss with you at the time.

### 5. How much do I have to pay?

In the event of a successful claim you will need to pay us 20% plus VAT (24% in total) of the total compensation offered.

### 6. How will my compensation be paid?

Compensation can be paid in a variety of ways. Our fee is based on the total amount of compensation that is applied, which includes cash payments and amounts offset against your loan or amounts used to restructure your loan and any tax on interest deducted. This is why it is important to tell us about any arrears you have in relation to the credit or loan accounts, if your compensation is used to offset any arrears, you may have to pay our fee from your own funds. The tables below set out some examples in more detail.

#### Example 1 - Where all of the compensation is paid as a "cash" benefit.

Firstly, you may receive a cheque back for the amount of compensation or it may be paid directly to your bank account. This is usually the way if your loan has been repaid in full or there's a refund due when you cancel the PPI policy.

Total Compensation	£1,000	£3,000	£10,000
Our Fee (20% plus VAT)	£240	£720	£2,400
Net amount of compensation paid to you as cash	£760	£2,280	£7,600

#### Example 2 - Where some of the compensation is paid in cash and some is used to reduce your loan.

If your loan or credit account is still in place with an outstanding balance then the lender may have to "restructure" your account. This means that the lender has to recalculate what your outstanding balance would have been if you had not been mis-sold the PPI policy. In this case, the remaining portion of the single premium PPI will have to be removed from the outstanding debt. Therefore, you will receive the monies you have paid towards the PPI in cash and then by removing the rest of the PPI charge the balance of your outstanding loan may be reduced.

Total Compensation	£2,500
Of which amount "offset" against your loan balance	£1,500
Remaining amount paid as cash	£1,000
Our Fee (20% plus VAT) which is based on the total compensation of £2,500	£600
Net amount of compensation received by you as cash (£1,000 less our fee of £600)	£400

**Important** - The figures used here are illustrate how our fee will be calculated. They are not to be taken as an estimate of the amounts likely to be recovered. As the amounts actually recovered may be higher or lower than these examples, the fee you will have to pay may be higher or lower than those in these illustrations.

### Example 3 - Where some or all of the compensation is used to repay arrears on your credit account.

If you have arrears on your credit account then the lender may use the compensation to pay those arrears before making payment to you. If you have been issued with a "default notice" and your account has been terminated then the lender may use the compensation to pay towards your outstanding balance as in the table below. Let's assume that the full amount of your loan (£1,000) is outstanding. Your compensation of £1,500 will first be used to pay the balance and the remaining £500 will be paid as a cash benefit. However, because our fee is £360 (£300+VAT) (based on the total compensation) your cash benefit will be £140.

Total Compensation	£1,500
Amount used to repay the outstanding loan balance	£1,000
Remaining cash benefit	£500
Our Fee (20% plus VAT) which is based on the total compensation of £1,500	£360
Net amount of compensation received by you as cash (£500 less our fee of £360)	£140

### 7. Do I have to use a Claims Management Company to make a claim?

No you don't. You are of course free to present a claim yourself without using our services, and therefore without incurring our fee. You can do so for free either direct to your lender or broker, or to the Financial Ombudsman Service ([www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)).

### 8. How often will I be updated?

The firms that sold the policy are required to resolve complaints generally within 8 weeks of receiving them. A claim can take between 3 and 5 months to complete. We may also have to refer your claim to the Financial Ombudsman Service (FOS) which is likely to take longer. We will be doing all we can to get your claim completed as soon as possible but will update you at least every 8 weeks.

### 9. What if I'm not happy with the service you provide?

We pride ourselves on the high level of customer service that we provide, but if you feel that we haven't delivered then we want to hear from you. Complaints may be made in writing, by e-mail, by telephone or in any other form.

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person that will be handling the complaint for the business. Within four weeks of receiving the complaint, we will send you either: A final response which adequately addresses the complaint; or an indication of when we expect to be able to do so. Within eight weeks of receiving the complaint we will send you a final response which adequately addresses the complaint. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any other offer of redress which you accept.

Appropriate redress will not always involve financial redress. A copy of our Complaints Process is available on our website [www.eticogroup.co.uk](http://www.eticogroup.co.uk) or on request. If you're not happy with our response to any complaint, or if we have not provided our final response within 8 weeks, you can refer it to the Financial Ombudsman:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR or Call them on - 0800 023 4567 or [www.financial-ombudsman.org.uk/consumer/complaints.htm](http://www.financial-ombudsman.org.uk/consumer/complaints.htm)

### 10. Can I change my mind?

You can cancel the agreement within 14 days for any reason without any charge. You should tell us you've changed your mind in one of the following ways:

By emailing us at: [enquiries@eticogroup.co.uk](mailto:enquiries@eticogroup.co.uk)

By writing (registered post): Etico Group Ltd, St James House, Vicar Lane, S1 2EX.

### 11. What if I change my mind after the 14 day period?

You can change your mind after the initial cancellation period by giving us 14 days' written notice. If we've already undertaken work on your behalf we may make a charge to cover our reasonable costs, please refer to the Terms & Conditions.

Etico Group is authorised and regulated by the Financial Conduct Authority in respect of regulated claims management activities; our authorisation number is 581197.