

^RD,client.fullname;
^RD,client.address.line1;
^RD,client.address.line2;
^RD,client.address.townCity;
^RD,client.address.county;
^RD,client.address.postcode;

^DT,dd/MM/yyyy;

Dear ^RD,client.fullname,;

Re: Your PPI Payments to your Lender

Further to your recent conversation, we note that you would like us to make some investigations into whether your PPI claim was miscalculated by the company refunding you and as such, we enclose here with:

- Letter of Authority - for us to obtain any documents from the lender.

This letter is an important document which sets out our understanding of what you have asked us to do for you. Please contact us if any amendment is required. Please read this letter and the enclosures carefully, then sign and return the same so that we might commence investigations. Once you have signed the agreement, you will become a client of this firm. We will only be able to accept your instructions on how to proceed in this matter.

For example, it is not possible for us to take instructions from another family member, friend or associate without confirmation that you agree with the instructions given.

What we will do for you

We will write to the companies, the details of whom you provide us with and obtain from them all documentation that will enable me to advise you whether you have a claim. We will then submit your claim to the relevant parties.

How much will it cost

Our service to find out if you have a claim is completely free. If successful, this case will be funded under a Conditional Fee Agreement which is 'No Win No Fee'. Law firms will charge up to 40% + VAT for their service.

How long will it take?

The time it takes to conclude a case can vary considerably but generally no longer than 12 months of instruction. The limitation date for settling a claim is within 6 years of the contract being entered, or 3 years from the date you knew or ought to have known that you had a claim.

Client Identity

We are legally required to obtain proof of identity from all our clients, and we need to do so as soon as possible. We will require a copy of photo I. D (passport or driving license) along with a copy of a bank statement or utility bill. Please note this information is in our Terms of Business under Identity, Disclosure and Confidentiality Requirements.

What happens next

Finally, we confirm the next steps which you need to take to progress this matter.

1. Please provide a copy of your passport or driving license and a utility bill or bank statement of not more than three months; this can be emailed to info@claimsprotectionagency.co.uk
2. If you have not supplied this, we will send you a secure link via www.flyyr.co.uk where you can upload these.
3. Please note that we may be unable to submit you signed letter of authority to your lender without this.

We hope that you have found this information useful. If you have any questions, please do not hesitate to contact me or one of my colleagues, who will be happy to help. We look forward to being of assistance to you.

Yours sincerely

