

SERVICE SUMMARY

Services

Harjit Jhooti trading as TTP-Financial Compensation ('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').

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 or post where there is a material update and no later than 10 days after an update is received. If the claim is referred to the Financial Ombudsman, the Firm will update the client periodically and at least every 6 months even where no update is received.

Client Obligations

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.

Service Fees

The Firm charges 30% inclusive of VAT for the provision of the Claims Management service under this agreement. The service fee is based upon the redress described in formal offer paperwork.

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.

1. £300 (inclusive of VAT) is payable by the client if the Firm recovers £1,000 in redress/compensation.
2. £900 (inclusive of VAT) is payable by the client if the Firm recovers £3,000 in redress/compensation.
3. £3000 (inclusive of VAT) is payable by the client if the Firm recovers £10,000 in redress/compensation.

Right to Cancel

The client has the right to withdraw from any contractual agreement with the firm at any time prior to the completion of the service that the firm has been contracted to supply i.e. the securing of a formal offer of redress, without any financial or other obligation. Should this be the case, any independently verifiable medium such as email, would be acceptable notification.

Redress Schemes

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 Financial Ombudsman Service.