

# CLIENT AGREEMENT

I /We.....(The Client) hereby instruct P P I Claims to act on my/our behalf in the matter of a claim against my bank/financial institution in respect of recovery of mis-sold payment protection insurance (PPI) charged to any account I/We may have had with the bank/financial institution over the last six years.

Client Name(s).....

Client Address..... Telephone No.....  
..... Mobile No.....  
..... e-mail.....

## BANK/FINANCIAL INSTITUTION

Name.....

Address.....  
.....  
.....

Product.....Credit card...Store card...Mortgage...Loan...Other(please specify).....

Account/Reference Number.....

Ground Floor Offices  
40 Priory Road  
Altrincham  
WA14 3BP  
Tel-0845 603 8239  
Fax-0161 929 1824  
Web [www.bankchargerefunded.net](http://www.bankchargerefunded.net)  
E-mail [info@bankchargerefunded.net](mailto:info@bankchargerefunded.net)

PPI Claims is owned by James Woods trading as Bank Charge Refunded  
ICO Registration Z986130X Ministry of Justice Authorisation CRM5834

## Client Agreement (continued)

### Term and Conditions

#### 1. Your obligations

- 1 You will provide us with all necessary documentation and any information required to expedite your claim.
- 2 You will instruct your bank/financial institution to liaise with us as if dealing with you in this specific matter.
- 3 Whilst we are dealing with your claim you will not authorise any other body to represent you in this matter.
- 4 In the event the bank/financial institution attempt to settle with you directly, you must advise us before accepting such
- 5 You will pay to PPI Claims a commission equal to 25%(including VAT) of the total amount refunded . . .  
In the event you receive settlement directly you will pay to PPI Claims our commission of 25% within 7 days.
- 6 Commission payments are to be made in favour of J. WOODS.

## 2. Our obligations

- 1 We must act in your best interests at all times in pursuing your claim.
- 2 We must keep you informed of any significant developments in respect of your claim
- 3 We will advise you as to the merits of any offer in settlement and whether you should accept it.
- 4 We will either return all confidential documents to you or have them securely destroyed upon conclusion.
- 5 We can not give you any guarantee as to the outcome of your claim.
- 6 For the avoidance of doubt this is a NO WIN NO FEE agreement.

## 3. Cancellation

- 1 Under this agreement you are entitled to a 14 days cooling-off period from the date of signing.
- 2 Should you cancel prior to you claim being passed to the company solicitors, such cancellation will attract a fee of £50.00 per hour of time spent working on your claim.

I/We have read understood and agree to the terms of business above

Name.....

Signed..... Date.../.../....

Name.....

Signed.....Date.../.../....