

First Legal Solicitors Limited ('FLS') – Cancellation Fee Policy

Where you cancel your agreement within 14 days of signing your agreement with FLS. No cancellation fees will apply.

Where you cancel your agreement outside of the 14-day cooling off period, which starts from the date you sign your agreement with FLS, the following fees may apply:

Stage Completed Before Cancellation	Cancellation Fee (excluding VAT)
A – Onboarding completed & eligible Claim(s) identified	£75
B – Claim submitted to a Lender	Plus £25 per claim
C – Lender response received	Plus £25 per claim
D – Additional correspondence carried out with a Lender (e.g., evidence requests, clarifications, follow-ups)	Plus £25 per claim
E – Where an offer of Redress has been received	30% of the Redress for each Claim (plus VAT), subject to the FCA fee caps

If you cancel before you receive an offer of redress:

- a) You will always be charged for Stage A if you have at least one motor finance agreement, but you will only ever be charged once for Stage A, no matter how many claims you have. You will then be charged an additional amount for each stage of work we have completed on each of your claims.
- b) For example, if you cancel when you had one claim that had reached Stage C and another which had reached Stage D, you will pay a total of £200 plus VAT, calculated as follows: - Stage A: £75; plus - Claim 1 – £50 plus VAT (Stage B – £25, plus Stage C – £25, plus VAT); plus - Claim 2 - £75 plus VAT (Stage B – £25, plus Stage C – £25, plus Stage D - £25, plus VAT)

If you cancel after receiving an offer of redress:

- a) You will be charged for Stage E only for that Claim.
- b) For example, if you cancel when you have received redress of £700 on one claim, but reached Stage C on another claim, you will pay a total of £325 plus VAT, calculated as follows: - Claim 1 – Stage E: £210 (30% of the redress) plus VAT; plus - Claim 2: £125 plus VAT (Stage A – £75, plus Stage B – £25, plus Stage C – £25, plus VAT)

If, once we have performed our onboarding and claim searching procedures, we do not identify any eligible motor finance contracts, no Cancellation Fee will be charged in the event that you wish to cancel your agreement with FLS.