

Client Confirmation

I confirm that:

- I have not already made a complaint directly to my lender or via the Financial Ombudsman Service; and
- I have not instructed any other representative to make a complaint to my lender or the Financial Ombudsman Service on my behalf.

I understand that:

- I am not required to use a Solicitor or claims management company
- I can complain directly to my lender or via the Financial Ombudsman Service for free
- I can await the implementation of the FCA motor finance redress scheme

My decision to instruct First Legal Solicitors Ltd is voluntary and I understand that there are alternative, free routes available.

Signed

Date

[Client Name]