

## Letter of Authority to Act

[Client Name]

[Client Reference]

[Client Current Address]

[Date of Birth]

[Client Previous Address]

1. This authority relates to all accounts and credit agreements I hold (or have previously held) with your firm and supersedes any previous letter of authority you may hold on file from myself. I authorise the extension of this authority to all outstanding claims which you are currently processing on my behalf.
2. Please take this authority as my instruction for you to deal exclusively with First Legal Solicitors Ltd (**FLS**) in relation to my complaint against your firm (within the meaning as set out in the Dispute Resolution: Complaints sourcebook of the Financial Conduct Authority (**FCA**) Handbook (**DISP**)) in respect of the potential mis-sale of my vehicle finance agreement(s) and any associated motor finance commission payments and such authority shall cover all accounts and agreements I have held with you both past and present. First Legal Solicitors Ltd (FLS), are a law firm authorised and regulated by the Solicitors Regulation Authority (SRA) under SRN: 634939 whose registered office is 4<sup>th</sup> Floor, 8 Princes Parade, Liverpool, L3 1DL.
3. I hereby:
  - 3.1 authorise you to provide FLS with the account numbers in respect of all accounts I hold (or have previously held) with you;
  - 3.2 authorise you to provide FLS with any other information requested by it at any stage (including details of the commission model used upon entry into my vehicle finance agreement(s));
  - 3.3 authorise FLS to make a data subject access request (**DSAR**) under the UK General Data Protection Regulation and the Data Protection Act 2018 in order to obtain all personal information and documentation you hold about me and my accounts. I expect this to be sent to FLS within 30 calendar days of receiving such request;
  - 3.4 authorise FLS to make a request under section 77 of the Consumer Credit Act 1974 to obtain information such as a copy of my credit agreement and a statement of account details from you. I expect this to be sent to FLS within 30 calendar days of receiving such request; and
  - 3.5 appoint FLS as my sole representative when logging my request(s); and
  - 3.6 should FLS not receive either (i) the DSAR response one month; or; (ii) the complaint outcome within the timelines set by the FCA in DISP; (iii) or a satisfactory complaint outcome, FLS may be instructed to lodge a formal complaint on my behalf with the Financial Ombudsman Service.
4. If you need to contact a third party to progress my request, I hereby also authorise and consent for the third party to provide you and FLS with any information required.
5. Please ensure that all communications and any payments are directed to FLS and they will subsequently be forwarded to me.
6. I remind you of your obligation to comply with the FCA Principles of Business (in particular, Principles 1 and 6, as well as treating all customers fairly).
7. I also confirm that a photocopy or an electronic copy of this Letter of Authority will have the same legal effect as the original.

### Important Notice

This Letter of Authority forms part of my Agreement with FLS. It is signed electronically and my intention is that has the same effect as if signed with a pen.

Signed

Date

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[Client Name]