

Summary Document

Thank you for instructing FLS to act on your behalf in relation to your potential claim (or claims) for compensation in relation to motor finance products that you have previously taken out.

What will we do for you?

We will act for you on a 'No Win, No Fee' basis to identify any claims you may have, prepare the required paperwork and present your claim(s) to your motor finance provider(s). We will provide you with advice regarding the making of the claim, any offer of compensation you receive and, if your claim is rejected, advice on the next steps and whether your claim can be escalated.

What might you need to do?

Not that much! You need to carefully read and sign the paperwork that is presented to you. We will also need proof of identity documentation from you, so we know that you are indeed you. For any other information, we will use a soft credit report or similar means to collect details of your motor finance contracts (it won't affect your credit rating). If we do require anything else from you, we will get in contact via email or call. One key thing, please ensure that you have (i) not already made a complaint to your lender or the Financial Ombudsman Service yourself; or (ii) instructed anyone else to represent you in relation to a complaint. If you have, please tell us straight away

How will we keep you updated?

We have a dedicated call center team who would be delighted to answer any questions you may have at any point. We will update you as soon as there is a material update with your claim(s). If there are no material updates, we will update you via email periodically.

How much will it cost?

The amount you pay will depend on the amount of redress due to you, and will be subject to fee caps set by the FCA for such claims. The examples below show the amount of redress you may receive, as well as the fees you will need to pay, both exclusive and inclusive of VAT :

(1) Redress amount	(2) Your Fee (+VAT)	(3) Example Redress	(4) Example Fee (excl VAT)	(5) Example Fee (incl VAT)
£1 - £1,499	30% up to a max of £420	£500	£150	£180
£1,500 - £9,999	28% up to a max of £2,500	£2,500	£700	£840
£10,000 - £24,999	25% up to a max of £5,000	£12,500	£3,125	£3,750
£25,000 - £49,999	20% up to a max of £7,500	£30,000	£6,000	£7,200
£50,000 +	15% up to a max of £10,000	£75,000	£11,250	£13,500

The numbers shown in columns (3) - (5) above are for illustration purposes only. The amount you receive may be more or less than these examples. Fees shown in column (4) are exclusive of VAT, whereas fees will include VAT at the prevailing rate, as shown in column (5).

Where you have existing amounts due to the entity paying redress and they offset any redress due to you from those amounts, you must still pay our fees.

Can I change my mind?

You can cancel for free within 14 days from when you sign our Engagement Letter. You can cancel at any time after this initial 14 days however, we reserve the right to apply a fee to cover our reasonable costs for the work undertaken in processing your claim up to the date of cancellation. Please refer to Section 5 of the Engagement Letter which outlines in detail how the cancellation charges are calculated and the maximum that can be charged in each case.

Statutory Compensation Schemes

You do not need to use a solicitor or claims management company to make your claim to the Lender (you can make a claim to the Lender yourself), and if your claim is not successful you can refer it to the Financial Ombudsman Service yourself for free. Subject to the terms of any additional or further statutory redress scheme, you may also be able to make a claim yourself under such a scheme for free.