Terms of Engagement

By returning your completed Letters of Authority you are not obligated to proceed with Taylor Edwards Financial Management Limited. The initial 'FREE Check Process' is strictly a no obligation process, our Terms of Engagement shall only come into full effect should you instruct us to pursue your claim; providing we successfully locate PPI on any of the accounts in question. Instruction can be taken and accepted by either telephone, in writing or email.

1. What Taylor Edwards Financial Management are here to do for you:
   1. We will offer a free evaluation of your claim(s) and if instructed, pursue your claim(s) for a refund of; premiums paid along with any associated interest and a further statutory interest payment.
   2. Upon dealing with your claim(s) we will correspond and negotiate (if required) on your behalf with your opponent(s).
   3. We will inform you of all offers/refunds that the company receives.
   4. If deemed necessary and with merit, refer and pursue your claim(s) through the Financial Ombudsman Service.
   5. When pursuing your claim, conduct ourselves in a professional manner and apply reasonable skill and care throughout the claim process.
   6. Always act in your best interests when dealing with your claim to ensure we achieve the best possible outcome.

2. What Taylor Edwards Financial Management will NOT do for you:
   1. We are unable to advise you as to whether or not your PPI policy will remain intact once you pursue a potential reclaim. It is, however, highly unlikely that it will. We strongly suggest that you consider this before making your claim and seeking alternative cover if it is needed or relied upon.
   2. We will NOT give or offer any financial advice.
   3. We will NOT advise you to accept any offer we deem inadequate. It is however, ultimately your decision.
   4. We will not advise you to pursue a claim that, in our opinion, has no realistic chance of success. We also reserve the right to cancel this agreement if we form this opinion.
   5. We will NOT pursue your claim through the courts (we will inform you should we think this is necessary).

3. What Taylor Edwards Financial Management requires from you:
   1. To provide us with any relevant information that we may request without undue delay.
   2. To always co-operate fully with us and not provide any information that could be misleading.
   3. To provide us with the exclusive authority for the duration of the contract to:
      a. Pursue your claim(s).
      b. Enter into correspondence and negotiations on your behalf.
   4. Ensure that you retain a copy of our Terms of Engagement for your records.

4. Our Fees:
   1. If we are unsuccessful in obtaining a refund for you, you pay us nothing* (see clause: 6.7 'cancellation of this agreement').
   2. We will charge 30%+VAT (36% in total) of the total amount awarded of any successful claim. For example, if compensation of £1,000 is awarded, our fees would be £300 plus £60 VAT totalling £360. The balance of £640 would then be yours. Please see the table below for more details and examples of how we calculate our fees under different circumstances.
   3. A successful claim would also include any reduction of an existing debt; or other form of redress.

5. How Taylor Edwards Financial Management will collect their fees:
   1. You are responsible for the immediate payment of our fees. Whether this is upon receipt of your refund from your opponent or by way of cancellation of this agreement once the 14 day cooling off period has expired* (see clause: 6.7 'cancellation of this agreement'). In any event, our invoice requires settlement within 14 days.
   2. Please see the table below for further redress examples.
   3. You should note that if your refund contains an element of statutory interest (currently 8%), you may be liable to an income tax charge (currently 20%), the bank making the refund will pay this taxation directly to HMRC on your behalf. If you are not currently a UK tax payer, under usual circumstances you should be able to reclaim this tax payment by submitting an R40 form to the HMRC. If this is the case our fees will still be calculated on the full amount before tax. e.g., if your statutory 8% figure totals £100, the bank making the refund will pay income tax of 20% direct to HMRC totalling £20 leaving you with £80. Our fee will be charged on the full £100.

<table>
<thead>
<tr>
<th>Example A: Redress with no balance reduction</th>
<th>Example B: Redress with loan and future instalment reduction</th>
<th>Example C: Redress is used to offset arrears consumer has on credit card or loan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total compensation received by customer:</td>
<td>Total compensation received by customer:</td>
<td>Total compensation received by customer:</td>
</tr>
<tr>
<td>£5,000</td>
<td>£5,000</td>
<td>£5,000</td>
</tr>
<tr>
<td>Loan reduction by lender</td>
<td>Loan reduction by lender</td>
<td>Loan reduction by lender</td>
</tr>
<tr>
<td>£0.00</td>
<td>£3,000</td>
<td>£5,000</td>
</tr>
<tr>
<td>Redress received by customer after loan reduction</td>
<td>Redress received by customer after loan reduction</td>
<td>Redress received by customer after loan reduction</td>
</tr>
<tr>
<td>£5,000</td>
<td>£2,000</td>
<td>£0</td>
</tr>
<tr>
<td>TEFM Fees @ 30% + 20% VAT = 36% in total</td>
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Taylor Edwards Financial Management Limited. The initial 'FREE Check Process' is strictly a no obligation process, our Terms of Engagement shall only come into full effect should you instruct us to pursue your claim; providing we successfully locate PPI on any of the accounts in question. Instruction can be taken and accepted by either telephone, in writing or email.

*Further statutory interest is calculated for any period of time over 8%. Further information is available on our website: www.taylor-edwards.co.uk

Regulated by the Claims Management Regulator in respect of regulated claims management activities, registration number CRM41873

Registration is recorded at www.gov.uk/mo/cmr
6. Cancellation of this Agreement:
1. We reserve the right to cancel this agreement at any time. There will be no fee payable if we advise you that your claim is unlikely to succeed.
2. Should you breach your obligations under this contract, we again reserve the right to terminate this agreement with immediate effect.
3. Once we have received your signed Letter(s) of Authority, we will carry out our free check process to determine whether or not you have in fact paid for mis-sold PPI on your accounts (we will check all accounts held, past or current with this Bank/Lender where possible). If we are able to locate mis-sold PPI on your accounts, you are under no obligation to proceed with Taylor Edwards Financial Management Ltd. You can try and make the claim yourself, or quite simply let us do all the work for you.
4. Should you choose Taylor Edwards Financial Management Ltd to process your claim, following our free check process, you will be entitled to a 14 day cooling off period in which you can cancel your claim free of charge. The 14 day cooling off period will begin from the date that you instruct us to pursue your claim.
5. If either party wishes to terminate this agreement once an offer of settlement has been achieved, we will enforce our charges of 30%+VAT, along with any fees which may have been incurred by us during the administration of your claim(s) to the point at which you wished to cancel the agreement.
6. Cancellation of this agreement can be done at any time and cancellation can be instructed by post, email, in person or by telephone. If we receive the cancellation by post or email we may need to speak to you to confirm this is your intent and to discuss any cancellation fees or consequences of cancelling the agreement as they may apply.
7. *You may cancel this agreement at any time. If you do cancel this agreement once the 14 day cooling off period has expired, we will charge you reasonable costs at £50 per hour, up until the point at which you notified us you wished to cancel.

7. Complaints:
1. Whilst we aim to consistently provide an excellent level of customer service, if you are unhappy with the service you have received, our Complaints Handling Procedures can be found on our website at www.tayloredwardsfm.com or supplied upon request.

8. Data Protection:
1. We will hold and process your personal information in accordance with the Data Protection Act 1998. By providing your personal information to us, you explicitly authorise us to process the information for the purposes set out in this paragraph.
2. You can, at any time, request a copy of all information we hold relating to you by writing to us (a written Data Subject Access Request in accordance with the Data Protection Act). You will be charged an administration charge of £10.00 for this.
3. We will use the personal information you provide to assess your claim and will share your information, where necessary with third parties to progress said claim. We do not share your personal information with any third parties for any reasons other than progressing your claim unless you request we do so.

9. Other Important Terms:
1. We may transfer our rights and obligations under these terms to another organisation. We will always notify you in writing if this happens, but this will not affect your rights or our obligations under these terms. You may only transfer your rights or your obligations under these terms to another person if we provide written consent
2. This contract is between you and us. No other person shall have any rights to enforce any of its terms.
3. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
4. You can make a claim yourself at no cost. You can contact the lender directly or, for advice, contact the Citizens Advice Bureau or Financial Ombudsman Service.
5. These terms are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland and, if you are a resident of Scotland.