

Ref:

TERMS OF INSTRUCTION

I/we hereby appoint ReclaimMyCharges.com to act on my/our behalf as my/our representatives of this claim for compensation in respect of unreasonable sales or advice of credit card/bank charges and/or any Payment Protection Insurance that was miss-sold to me/us. I/we shall not enter into any agreements with the seller/lender without consulting ReclaimMyCharges.com first.

- 1. It is our objective to provide you with highest quality services to complete your claim. If at any time you are unsatisfied with any aspect of this agreement contact ReclaimMyCharges.com, Customer Service Department, Unit 6, Evans business centre, Hartwith Way, Harrogate, HG3 2XA.
- 2. This is agreement can be cancelled by ourselves at any time if we think it is unlikely that your claim will be successful of which you will be notified immediately.
 - a. Do not sign this contract until you have read the terms and conditions and fully understand the contract and the services we provide.
 - b. Please note that you have a 14 day cooling off period which will allow you to withdraw from the contract without any cost to yourself. You may cancel the agreement at any time after the 14 day cooling off period in writing to reclaimmycharges.com; we will confirm receipt of the cancellation in writing. In such events the company reserves the right to recover from you the actual cost of work already completed on your behalf in the pursuit of this claim.
 - c. You also have the right to seek further legal advice before signing this contract or to shop around to see if you are able to secure an alternative method of pursuing your claim. We would point out you are able to contact both your creditors and the financial ombudsman yourself to pursue this claim free of charge.
- 3. ReclaimMyCharges.com, upon a successful claim and the bank/lender agree to compensation, shall be paid 25% plus VAT of the total benefit gained.
- 4. These Terms of Instruction are governed by English law and shall be construed in accordance with English Law. The English courts shall have exclusive jurisdiction in relation to any claim, difference or dispute with these Terms of Instruction or any matter arising from them.
- 5. ReclaimMyCharges.com makes no warranty or representation to you, the client that compensation is in anyway guaranteed.
- 6. The information that we obtain from you to pursue this claim may be "personal data" or "sensitive personal Data". This is protected by the Data Protection Act 1998; therefore signing this Term of Instruction will give us, ReclaimMyCharges.com, your consent to be able to access such information, allow us to hold such data in our files for as long as necessary for the purpose of providing the service and using our knowledge of your situation and from time to time, bring to your attention, information that may be of interest to you.
- 7. These Terms of Instruction may be varied or superseded at any time, by us, in writing.
- 8. A third party to this agreement (a person who is not a party to the agreement) has no rights under the (rights of the third party act 1999) to enforce any terms in this agreement.
- 9. These Terms of Instruction set out the entire agreement between you and ReclaimMyCharges.com.
- 10. This agreement is a binding contract.
- 11. I/we confirm that I/we have read and understood the above Terms of Instruction and by signing below, agree to ReclaimMyCharges.com acting on my/our behalf. I/we understood the Data Protection Statement.

Name(s):	
Address:	
Date:	
Signature(s):	
Contact Number	