

SERVICE SUMMARY

Services

Harjit Jhooti trading as TTP-Financial Compensation (*hereafter referred to as 'the Firm'*) will advise, investigate and represent the Client (*hereafter referred to as the 'Client'*) to lodge a complaint on the Client's behalf, against relevant third parties (*hereafter referred to as 'the provision of Claims Management service(s)'*).

In the course of the provision of Claims Management services the Firm will take steps to establish that the Client and the respondent(s) have/had a relationship, obtain relevant information to investigate the merits of the claim(s) and where merit is established, submit a claim to the respondent(s) on behalf of the Client. The Firm will keep the Client updated on the progress of the claim by email, telephone or post where there is a material update and no later than 10 days after an update is received. If the claim is referred to the Financial Ombudsman, the Firm will update the Client periodically and at least every 6 months even where no update is received.

Client Obligations

The Client must provide the Firm with all documentation likely to be needed to pursue the claim(s), complete the necessary paperwork required and promptly communicate all relevant information to the Firm throughout the claims process.

Service Fee

The Firm's Service Fee is dependent on the level of compensation that is offered;

Where redress is offered up to £24,999 a Service Fee of 25% (30% including VAT) capped at £5,000 (£6,000 including VAT) will be charged.

Where redress exceeds £25,000 and up to £49,999 a Service Fee of 20% (24% including VAT) capped at £7,500 (£9,000 including VAT) will be charged.

Where redress is offered up to £50,000 or above a Service Fee of 15% (18% including VAT), capped at £10,000 (£12,000 including VAT) will be charged.

The Service Fee is based upon the redress described in formal offer paperwork. VAT is chargeable on each Service Fee. Please see below an illustration of what our Service Fee would be if you obtained redress/compensation to one of the values stated:

| Redress secured | TTP Fee | VAT | Total due to TTP |
|-----------------|---------------------|---------------|------------------|
| £1,400 | 25% = £350 | £70 | £420 |
| £7,000 | 25% = £1,750 | £350 | £2,100 |
| £12,000 | 25% = £3,000 | £600 | £3,600 |
| £25,000 | 20% = £5,000 | £1,000 | £6,000 |
| £50,000 | 15% = £7,500 | £1,500 | £9,000 |

The fee illustrations are not to be taken as an estimate of the amount likely to be recovered for the Client.

Right to Cancel/Terminate

The Client has the right to cancel/terminate from any contractual agreement with the Firm at any time. There is no charge to the Client if they cancel/terminate before an offer of redress has been made. To exercise your right to cancel/terminate you can do so by telephone, email, in person, by post or by using the cancellation form appended to our Terms of Business.

Redress Schemes

The Client does not need to use the Firm's services to lodge a complaint against the respondent(s). The Client can present the claim(s) for free either to the respondent(s) or if the respondent rejects the claim, to the Financial Ombudsman Service (*or the Financial Services Compensation Scheme if the claim falls under its remit*) themselves for free.