

## SERVICE SUMMARY

### Services

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

In the course of providing 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 Fees

The Firm's service fee is dependent on the level of compensation that is offered. For each individual claim, where redress is offered up to £24,999 a fee of 25% (30% including VAT) capped at £5,000 (£6,000 including VAT) will be charged. Where redress exceeds £25,000 up to £49,999 our service fee is 20% (24% including VAT), capped at £7,500 (£8,500 including VAT) and where an offer of redress is made of £50,000 or above the service fee will be 15% (18% including VAT), capped at £10,000 (£12,000 including VAT) per claim. The service fee is based upon the redress described in each formal offer paperwork. VAT is chargeable on each service fee. Please find 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
<b>£1400</b>	<b>25% = £350</b>	<b>£70</b>	<b>£420</b>
<b>£7000</b>	<b>25% = £1750</b>	<b>£350</b>	<b>£2100</b>
<b>£12000</b>	<b>25% = £3000</b>	<b>£600</b>	<b>£3,600</b>
<b>£25000</b>	<b>20% = £5000</b>	<b>£1000</b>	<b>£6000</b>
<b>£50000</b>	<b>15% = £7500</b>	<b>£1500</b>	<b>£9000</b>

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

### 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 the 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.