



## Taylor Edwards Financial Management Ltd- KEY FACTS

### ➤ The Claims Services

1. Please note Taylor Edwards Financial Management Limited (trading under the style of “Taylor Edwards”) provides claims management services in connection with the pursuit of financial mis-selling type claims. The services Taylor Edwards Financial Management Limited provides involves investigating and advising upon financial mis-selling claims and thereafter assisting in pursuing redress or compensation where appropriate.
2. In very brief terms, the following are the typical steps Taylor Edwards would undertake in the course of providing claims management services: (a) obtaining initial instructions from the client as to all relevant circumstances giving rise to the claim; (b) assessing the information provided and advising the client as to the possibility of making a claim; (c) preparing the necessary documentation for a claim to be submitted to the relevant respondent; (d) engaging the respondent to the point of admission or rejection of the claim; (e) advising the client on outcome and procedural steps including (without limitation) as to settlement terms.

### ➤ Client’s Obligations

3. Taylor Edwards considers that client co-operation is paramount in the claim process as it enhances the prospects of success. That so, the commitment Taylor Edwards Financial Management Limited expects from clients is as follows: (a) providing information and instructions when requested and promptly; (b) completing paperwork; (c) co-operating with Taylor Edwards at all times in the course of the claim process; and (d) not misleading Taylor Edwards in any way.

### ➤ How Taylor Edwards Keeps its Clients Updated?

4. Throughout the claim process, Taylor Edwards provides regular updates to the client of all material developments and a cumulative written update is provided on no less than 6 months intervals. Taylor Edwards will communicate generally with the client via telephone, post, email & SMS messages.

### ➤ Taylor Edwards Fees

5. Once a client enters into a “No-Win No-Fee” with Taylor Edwards pursuant to the Terms & Conditions, Taylor Edwards would be entitled to charge a fee of 20% plus VAT (24%) of the gross amount of redress/compensation recovered on behalf of the client. The following is an illustration of the amount of the Taylor Edwards fee in the event that the compensation or redress recovered from the respondent amounts to:

	£	£	£
Redress Recovered:	<b>1,000.00</b>	<b>3,000.00</b>	<b>10,000.00</b>
XXXXXX Charge @ 24% including VAT:	240.00	720.00	2,400
Net Compensation to Client:	<b>760.00</b>	<b>2,280.00</b>	<b>7,600</b>

**Important Note:** If the redress recovered by Taylor Edwards is used applied by the respondent towards arrears owed, the client remains liable to pay out of his/her own funds the fee chargeable by Taylor Edwards.

### ➤ The Right to Cancel

6. The client can cancel their agreement with Taylor Edwards at any time within 14 days of a claim being submitted without giving any reason and without incurring any liability unless Taylor Edwards receives an offer of compensation from the respondent within this period; in which case Taylor Edwards’s fee will be due. The client can communicate cancellation of the Taylor Edwards agreement by telephone, in writing, in person or can use the cancellation form accompanying the Taylor Edwards Terms & Conditions.

### ➤ The Right to Terminate

7. The client can terminate their agreement with Taylor Edwards at any time after the 14 days cancellation period, as explained above. In this event, Taylor Edwards will charge the client a termination fee if the client terminates the agreement after the 14-day cancellation period in the event that a Letter of Complaint has not already been sent by Taylor Edwards on behalf of the client to the relevant respondent. If this occurs, Taylor Edwards’s fee will be due if the client ultimately receives an offer for compensation or redress from the relevant respondent.

### 8. Available Redress Schemes

9. The services rendered by Taylor Edwards are not mandatory. Individual clients are not required to use Taylor Edwards or any other claims management company. Client are perfectly entitled and able to pursue complaints or claims directly against the relevant respondent(s) for free. If the complaint or claim is rejected then the client may refer the matter to the Financial Ombudsman Service or the Financial Services Compensation Scheme, again at no cost at all. Instructing Taylor Edwards is a client choice.