

Lead ID:

Irresponsible Lending

Letter of Authority

This page will be sent to your provider(s) to inform them that you give Direct Redress Limited, authority to act on your behalf.

FULL NAME: (including Mr/Mrs/Miss/Ms)

YOUR CURRENT ADDRESS:

PREVIOUS ADDRESS: (when agreement was signed, if different from current address)

IS THIS AGREEMENT IN SINGLE OR JOINT NAMES?

SINGLE

ACCOUNT HOLDER'S DATE OF BIRTH:

PREVIOUS NAMES:
(if different from above):

LENDER:

ACCOUNT NUMBER:

ACCOUNT TYPE:

TO WHOM IT MAY CONCERN: THIS AUTHORITY RELATES TO THE ACCOUNT LISTED ABOVE

Authorisation to Direct Redress

I/We authorise Direct Redress Limited to act on my/our behalf in respect of my/our claim(s) for compensation for Financial Mis-selling, Maladministration, Undisclosed Commissions and/or Unauthorised Transactions, including but not limited to Financial Scams and/or Fraud, including submitting and handling any Data Subject Access Requests (DSARs) under the UK GDPR and Data Protection Act 2018. If deemed to be in my/our best interest, I/we give Direct Redress Limited full authority to refer my/our claim(s) to any other area of the banking group or third party, including but not limited to the Financial Ombudsman Service and/or the Financial Services Compensation Scheme.

Instructions to the Company

This letter is my/our instruction to you, the Company, to deal directly with Direct Redress Limited in respect of my/our claim(s). I/We expressly authorise that you, the Company, release to Direct Redress Limited any information, including DSARs, whether deemed confidential or otherwise as requested by them.

I/We acknowledge that I/We could pursue a claim directly with the Company, but I/We have instead opted to engage Direct Redress Limited whose fees will be recoverable from me/us. I/We request that all communications be made directly to Direct Redress Limited. I/We authorise the extension of this Authority to any and all outstanding claims which you are currently processing on my/our behalf and that a copy of this Authority shall have the same validity as the original.

Disclosure of Documentation

I/We confirm that I/we have provided Direct Redress Limited with all the relevant documentation in our possession to investigate the claim.

Redress/Compensation

I/We understand that if monies are used to redress an outstanding debt balance or arrears a full fee will still be payable to Direct Redress Limited as outlined in the Terms and Conditions.

Instructions to Third Party

I/We give authorisation for Direct Redress Limited and/or the Company to contact any third party in order to gain information which may be needed to progress my/our claim. Furthermore, I/we give consent to the third party to release any information, including DSARs, as requested by Direct Redress Limited and/or the Company. I/We understand that all answers and statements given to Direct Redress Limited by me are factual and to the best of my knowledge. I understand that, in addition to the present Letter of Authority I will need to provide further information when raising an expression of dissatisfaction to the Provider/Lender, about the underlying product(s), service(s) and where known, specific account numbers being complained about. Doing so will enable the Provider/Lender to assess and determine the complaint as quickly and efficiently as possible.

Declaration of Truth

I/We confirm that the information given in this form is true and to the best of my/our knowledge and that any deliberate attempt to mislead may render me/us liable to prosecution. I/We give Direct Redress Limited full authority to act on my/our behalf.

Terms and Conditions

I/We have read and accept Direct Redress Limited's Terms and Conditions and give them full authority to make a claim on my/our behalf. I/We note particularly the terms and conditions relating to the collection of fees.

ACCOUNT HOLDER
SIGNATURE:

DATE:

Complete any additional previous addresses in the boxes below (if applicable)

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Letter of Authority Audit Report: Created By: Status: TransactionID:
History: Web Form: Web Form Unique Ref: Form Viewed By: Web Form e-Signed by: