

CUSTOMER DECLARATION

Client Name (1):	
Address:	
DOB:	

Alternative steps to make a claim

Whilst often consumers wish to engage the services of expert claims management companies to assist them in making a claim, utilising professional knowledge and saving themselves time, our regulator requires us to ensure that you aware of the alternative steps to pursue a claim without using a CMC.

I confirm that I am aware that I can make a claim directly for free to my provider or to the Financial Ombudsman Service or the Financial Services Compensation Scheme. For car finance claims, I confirm that I am aware that I may be able to make a claim directly to the lender for free under the proposed FCA scheme.

I affirm that I do not wish to make a claim directly myself and wish to use the services of Direct Redress Limited for the following reason/s:

Please tick the appropriate answer:

- I do not have the time
- I do not know how to make a claim
- I would prefer professional help
- I would find the claims process stressful
- I don't want to deal directly with the organisation

Sign:
Date:
Client Name: