

Pre-contract Summary Information

It is important that you understand how our service works and how we charge, so please take time to read this document alongside our Terms and Conditions.

Who are we?

Direct Redress Limited is a Claims Management Company (CMC), authorised and regulated by the Financial Conduct Authority (FRN: 838662).

- Address: Booths Park 5, Chelford Road, Knutsford, WA16 8GS
- Telephone: 01565 364 357
- Email: clients@directredress.com

What services do we provide?

We provide a claims management service to help recover money owed due to financial mis-selling, maladministration, undisclosed commissions, unauthorised transactions and breaches of legislation (e.g. Consumer Credit Act 1974).

This includes cases involving banks, financial institutions, and financial scams or fraud. We identify potential claims, prepare documentation, and submit claims on your behalf. We support you throughout the process, including keeping you informed of progress and any outcomes, and assisting with next steps such as escalation to the Financial Ombudsman Service (FOS) or Financial Services Compensation Scheme (FSCS).

You may also choose to authorise us to investigate and pursue additional claims identified during our review (for example from your credit report). Any such claims will be handled under the same Terms and Conditions.

As part of delivering our service, we may use secure technology platforms, artificial intelligence systems, and trusted third-party providers to assist with processing your claim. This may include gathering and verifying information, reviewing and analysing documents, assessing eligibility, preparing communications, and removing or redacting personal data where necessary.

These systems may also be used for call handling, monitoring, quality assurance, and improving our services.

Your data may be processed by such providers both within and outside of the United Kingdom. We ensure that appropriate safeguards are in place to protect your data in line with data protection laws. We do not provide regulated financial or legal advice.

What might you need to do?

You will need to share certain information with us to establish the basis of your claim and provide any relevant documentation you hold. This will include access to credit reports, bank statements, and maybe proof of identity. You will need to sign paperwork which is required for your claim in a timely manner

How will we keep you updated?

We will keep you informed throughout your claim. You will receive updates within 10 business days of any material developments, or at least every 6 months if there are no updates.

How much will it cost?

We operate on a No Win, No Fee basis. If your claim is successful, our fee will be a percentage of your gross compensation or the applicable cap, whichever is lower.

1. Compensation amount	2. Our Fee (+VAT)	3. Example Gross Compensation	4. Example Fee (inc VAT)	5. Net Compensation
£1 - £1,499	30% up to a max of £420	£1,200	£432	£768
£1,500 - £9,999	28% up to a max of £2,500	£5,000	£1,680	£3,320
£10,000 - £24,999	25% up to a max of £5,000	£20,000	£6,000	£14,000
£25,000 - £49,999	20% up to a max of £7,500	£35,000	£8,400	£26,600
£50,000 +	15% up to a max of £10,000	£55,000	£9,900	£45,100

Can I change my mind?

You have the right to cancel within 14 calendar days without charge. After this period, you may cancel at any time before an offer is made, however we may charge for work completed at £50 + VAT per hour (minimum 1 hour, maximum 10 hours). If your case has been submitted to the Financial Ombudsman Service, an additional £250 fee will apply.

Your rights and options

You can pursue your claim yourself free of charge by contacting the provider and, if necessary, the Financial Ombudsman Service. Some claims may fall under the Financial Services Compensation Scheme. You may also have access to legal support through a trade union or insurance policy.