

## Compi Claims Financial Claims Management Service

Thank you for considering Compi Claims Financial Claims Management Service. We aim to provide a first class service and to consider your potential claim in a fair and honest manner. Please take some time to read and consider our documentation to enable you to understand what we do and how we can help you.

### What we do

We are a Claims Management Company, authorised by the Claims management regulator authorisation number CRM:4949. A claims management company is a business that offers claims management services to the public. Claims management services consist of advice or services in respect of claims for compensation, restitution, repayment or any other remedy for loss or damage, or in respect of some other obligation. You can represent yourself with regard to a potential claim for or shop around for advice, however as experienced and qualified compliance professionals, Compi Claims Ltd are well equipped to assess and manage your financial services claim.

### How we do it

Many claims are the consequence of target driven financial professionals advising on complex financial products to the public. Inevitably there will be misunderstandings and confusion in these circumstances. Much of the time the products sold are not appropriate for the customer, this could be through product design or the customer's specific financial situation.

Compi Claims Ltd's role is to assess the suitability of the product sold or advice given to a customer and manage any claim brought about as a result of our findings. This will include justification of why the financial product or advice was not suitable and the request for appropriate action or compensation to be given. This involves liaison with the bank or other financial institution responsible for the product sold and/or advice given. Additionally any settlement must be considered in terms of its fairness to the customer and agreement with Financial Ombudsman Service guidance. Secondary issues may also be considered such as distress & inconvenience payments where institutions actions have caused the customer undue stress or financial hardship.

### If we are to act for you

As Compi Claims Ltd is regulated to conduct Claims Management business, there are a number of very important documents you will need to be given, have read and understood before we can help you. These documents are important as they set out our 'Terms of Engagement', which includes information on how we are paid for our services, your contract termination rights and other important matters. Additionally, we will need authority from you, the customer, to access information regarding the suitability of the product sold to you and advice given, this is given by signing our Letter of Authority.

Please ask one of our consultants should you have any further questions about our service.

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