

Terms of Business

This agreement is between “you” and **ClaimCert Limited** (Company Number: 07268998) whose Registered Address is: Austens, High Street, Seven Oaks, Kent, TN13 1JG. When we use the words “us”, “we” or “our” this means ClaimCert Limited.

We will ask you to provide us with certain information relating to your dispute. We will carry out an initial assessment of this information to ascertain whether your case is something we think we may be able to help you with. If we confirm that it is you may instruct us to provide Our Service.

Our Service

Case Review - We will carry out a review of the factual circumstances of the dispute you tell us that you have had with your insurer based solely upon the information you provide to us. The purpose of this review will be to ascertain the strengths and weaknesses of your case.

Assessment Report - we will prepare an Assessment Report for you explaining why we believe your dispute should be resolved in your favour.

We will also prepare template letters for you to send to your insurer and/or the Financial Ombudsman and will provide you with a user guide explaining what steps to take to make a complaint to your insurer and/or the Financial Ombudsman.

Your responsibilities to us

You will provide us with all relevant information you have about your claim and the dispute. You promise to us that this information is true. We are not obliged to verify any information you provide to us.

If we you instruct ask us to provide Our Service you will pay us a fee of **£695** within 14 days of receiving the relevant invoice. We are not registered for VAT so no VAT is charged.

Our responsibilities to you

We will use reasonable skill and care in providing our Service.

We will keep your personal information confidential and will not divulge it to or share it with anyone without your consent or unless we are required to do so by law.

Limitations to our Service

We do not guarantee that our Service will be error free or that it will result in all or any part of your insurance claim dispute being resolved or paid. Our liability for errors and omissions is **limited to the greater of the fees you have paid us or £1,000**. We acknowledge that this limitation may not always be appropriate so, at any time before we commence our Case Review, you may negotiate a different limit. Please note that this may increase the fees agreed between you and us.

Commencement of our Service and Cancellation

You expressly request that we begin our Case Review as soon as you send us any information about your claim or dispute.

Either you or we may cancel this agreement at any time on immediate notice. If this is done before we have completed our Service you will have to pay our reasonable costs limited to the proportion of the time we have spent in working on the Service for you before cancellation.

There are no time limits or other conditions that apply in relation to your or our right to cancel. You may cancel simply by e-mailing office@claimcert.com and telling us that you want to cancel.

Law and Jurisdiction

This agreement is subject to English Law and the exclusive jurisdiction of the English Courts.

Third Party Rights

This agreement is made between us and you and is not enforceable by any third party pursuant to The Contracts (Rights of Third Parties) Act 1999.

Important Notice

Please note - We are not run as a law firm and do not practice as Solicitors. Any assistance or advice given by us will not constitute legal advice. We are not regulated by the Solicitors Regulatory Authority so you will not get the same regulatory protection as a client of a firm that is regulated by the Solicitors Regulatory Authority.