SANDERSON DRAKE

a: Bres House, Bres Road, Llanelli, SA15 1UA
t: 01554 575 000 e: contact@sanderson-drake.co.uk

keyfacts®

About Us

Sanderson Drake Limited is a Claims Management Company (CMC) with a focus on financial mis-selling and financial irregularities including; irresponsible lending.

We can be contacted by email contact@sanderson-drake.co.uk Phone 01554 575000 (Monday-Thursday 10:30-19:00 & Friday 10:30-16:00)
Post; Sanderson Drake Limited, Bres House, Bres Road, Llanelli, SA15 1UA *Calls are charged at local rates.

Our Services

As you have provided us the ability to review your credit report data to establish potential payday loan claims, also known as 'short term loans', we have used the information available to pre-populate your claim pack. However, please be aware that you may need to complete certain information regarding your financial agreements and sign all the relevant sections. Please check all documents & where amendments are necessary please contact us to re-issue your documents to you.

In some circumstances, your lender may require you to verify our authority and/or request proof of official identity through a utility bill, driving license or passport.
Where this is required, it must be provided within 7 days.

We may need to request further information from your lender on your short term loan applications which can take 1 calendar month under the General Data Protection Act 2018.
Once we have reviewed the claim merits, we will provide our findings to your lender(s) in which they are required to issue their 'Final Response' or 'FOS Referral Rights' within 56 days.
This process can take up to 12 weeks dependent on the lenders processing times

Where your lender rejects our findings, or where an offer is deemed not acceptable, we may escalate your case to the Financial Ombudsman Service.
This will take considerably more time to complete. For more information please visit: www.financial-ombudsman.org.uk/faq

How We Keep You Updated

Throughout the claim process, we will update you by email and SMS. You can however contact our dedicated customer service team by the methods listed above.

Our Fee and Fee Illustration

We will apply a Service Charge of 30% + VAT of any and all Gross compensation** and this will be payable upon the conclusion of any Claim. The fee illustration is not to be taken as an estimate of the amount likely to be recovered for the client or the fee that you (the client) will have to pay which may be more or less than the amount shown in the illustration.

Example (a): Compensation Type; Cash Award

	Cash Benefit	Reduction	Total Benefit	Consumer Pays 30% + VAT (36%)	Remaining To Consumer
A1	£1,000.00	£0.00	£1,000.00	£360	£640
A2	£3,000.00	£0.00	£3,000.00	£1,080	£1,920
A3	£10,000.00	£0.00	£10,000.00	£3,600	£6,400

Example (b) Compensation Type; Cash & Reduction Award

	Cash Benefit	Reduction	Consumer Receives	Total Benefit	Consumer Pays 30% + VAT (36%)	Remaining To Consumer
A1	£500.00	£500.00	£500.00	£1,000.00	£360	£140
A2	£1,500.00	£1,500.00	£1,500.00	£3,000.00	£1,080	£420
A3	£5,000.00	£5,000.00	£5,000.00	£10,000.00	£3,600	£1,400

Example (c) Compensation Type; Reduction

	Cash Benefit	Reduction	Total Benefit	Consumer Pays 30% + VAT (36%)	Reduction Of Debt Benefit To Consumer
A1	£0.00	£1,000.00	£1,000.00	£360	£640 *
A2	£0.00	£3,000.00	£3,000.00	£1,080	£1,920 *
A3	£0.00	£10,000.00	£10,000.00	£3,600	£6,400 *

* Where a full reduction takes place, the consumer may need to pay by alternative source.
Where required on full reductions, a repayment plan must be arranged within 7 days

**Gross Compensation

You should note that only cash compensation contains an element of statutory interest, (currently 8%), All lenders are obliged to deduct 20% tax from the 8% compensatory interest included in any offer of settlement. Our Service Charge of 30% + VAT will be calculated on the Gross compensation received after the 20% tax deduction.

Right to Cancel

You have the right to cancel this Contract at any time. You have the right to cancel this Contract within 14 days without giving any reason and without any charge [1].
To exercise the right to cancel you must inform us of your decision to cancel this Contract by a clear statement (e.g. a letter sent by post, e-mail or phone) via the above contact methods. To exercise to your right to cancel without charge, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired (14 days from the signing of the Contract).

Please Note: The below charges only apply if you cancel after 14 days and before your claim is completed. All fees shown below are case specific but not accumulative.

Stage	Description Of Stage	Cost To Cancel
1	Within 14 day cooling off period – (Distance Selling Regulations)	No Charge
2	Initial Audit & Request For Information	Up to £100.00 + VAT
3	Letter Of Complaint	Up to £200.00 + VAT
4	Claim Processing – Correspondence with Lender & Case Management	Up to £250.00 + VAT
5	Lender Offer Received	36% of the Offer Award
6	Appeal / Financial Ombudsman Process	Up to £500.00 + VAT
7	FOS Offer Received	36% of the Offer Award

Your Rights To Complain Directly

You have the right to shop around and consider using the Financial Ombudsman Scheme independently or Citizen Advice Bureau or directly claim yourself to the Third Party for free.
You should also consider, and tell us, if you have any other means of pursuing the Claim including using any legal expenses insurance.