Reclaim My Money.

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Key Facts

keyfacts®

Last Updated: 15.04.26

WHO ARE WE AND HOW TO CONTACT US

Reclaim My Money Limited is a Claims Management Company specialising in financial claims. We advise, investigate and represent You in pursuing Your claim for redress against the Third Party. Reclaim My Money Limited is registered in England & Wales, company number 12838621, registered office: 85 Gresham Street, London EC2V 7NQ. Reclaim My Money Limited is Authorised and regulated by the Financial Conduct Authority in respect of regulated Claims Management Activity FRN: 934965. These details can be confirmed by visiting the Financial Services Register, www.fca.org.uk/register. You can write to us at 85 Gresham Street, London EC2V 7NQ or you can call us on +44 (0) 203 337 2888 or email to enquiries@reclaimmymoney.co.uk

WHAT IS A VEHICLE FINANCE OR FINANCIAL IRREGULARITY CLAIM

If You have taken out a vehicle finance agreement since 2007, Your finance could have been mis-sold.

Some dealers failed to provide explanations of finance fees, interest rates and terms to customers.

Many lenders allowed brokers and vehicle dealers to charge higher interest rates to earn higher commissions for themselves which led to a direct connection between interest charged and commission received.

The FCA found many brokers did not disclose they were receiving commission or that commission was linked to the level of interest charged. This is known as a Discretionary Commission Arrangement (DCA).

We may also identify other financial irregularity claims not involving Your vehicle finance, due to brokers often offered customers a finance product that was unaffordable based on their personal circumstances If you were mis-sold then you may be able to make a claim.

HOW WE INVESTIGATE YOUR VEHICLE FINANCE OR FINANCIAL IRREGULARITY CLAIM?

We will check for past finance agreements with a soft credit search and obtain relevant information from the Third Party (e.g. via DSAR or the Consumer Credit Act).

We will investigate the merits of your claim whether Your vehicle finance was mis-sold, estimating any potential loss.

If We believe Your claim is legitimate, we will submit a letter of complaint to the Third Party and manage all correspondence between the Third Party and Us on Your behalf (note: usually the lender has 8 weeks to respond however, complaints responses are on hold until 31 May 2026, which may delay responses).

We will update You at least every six months, or sooner if there are material developments with your claim, including at every claim stage.

If the Third party upholds the complaint in the final response and an offer of compensation is made, we will explain it to You and advise whether to accept or challenge it if we think it's too low.

Band	Compensation received from Lender		Our Fee % (Including VAT)	Max total fee payable (Including VAT)
	Lower (£)	Upper (£)		
1	£1	£1,499	36%	£504
2	£1,500	£9,999	33.6%	£3,000
3	£10,000	£24,999	30%	£6,000
4	£25,000	£49,999	24%	£9,000
5	£50,000	N/A	18%	£12,000

If We don't think Your claim has a good chance of success or is rejected by the Third Party we will inform you of your rights to complain to the FOS.

WHAT WE NEED FROM YOU

You will provide us with sole authority to pursue Your financial claim.

You will provide all relevant information in your possession or requested by Us in a timely manner.

You will complete all required paperwork for your claim.

You will co-operate with us at all times during the claim process and not mislead us in any way.

You will notify us if you become aware of any circumstances that could affect your financial claim. le bankruptcy.

You will provide us with personal information we request form you, such as, passport, driving licence and proof of address.

You will pay our fees when they become due.

HOW WE KEEP YOU UPDATED

We will provide you with regular updates by phone, post, email and SMS regarding the progress of your claim at each stage of the claim journey.

Updates will be provided within 6 months by way of telephone, email, WhatsApp or text, if there is no material change in your claim.

OUR FEES

The payable figure is before any offset of outstanding debts.

The fee illustration is not an estimate of how much money we will recover for You, and our fee could be more/less than the fee illustration.

We will charge you between 15%+VAT (18% in total) and 30%+VAT (36% in total) of the total value of each successful claim. The fee will be based on the amount of compensation you receive. See above the table of charges.

The payable figure is based upon the gross amount of the redress i.e. before deduction of tax or off-set.

The table above is provided for illustration purposes only. (Our fees are capped by FCA rules)

It is not an estimate of the amount we are likely to recover. The fee payable will be a percentage of the total amount recovered, it could be more or less than the amounts shown.

If you receive compensation of £1,000 our fee will be £360 including VAT.

If you receive compensation of £3,000 our fee will be £1,008 including VAT.

If you receive compensation of £10,000 our fee will be £3,000 including VAT.

If you receive compensation of £25,000 our fee will be £6,000 including VAT.

If you receive compensation of £50,000 our fee will be £9,000 including VAT.

YOUR RIGHT TO CANCEL

You can cancel your agreement for free within the 14-day cancellation period. However, if You receive an offer of redress from the Third Party within the cancellation period, then our full fee will be due. You can terminate after 14 days (before any offer of redress). If You do, We will charge £55 + VAT per claim stage, up to a maximum fee £165 + VAT, a flat fee of £30 + VAT applies to each additional claim submitted by the same individual beyond their first claim. You can communicate cancellation of the agreement by post, telephone or email using the contact details above. After 14 days you can terminate your agreement by post, telephone or email.

If you have received an offer from the Third Party by the date you terminate your agreement then our full fee, as displayed above, will be due.

RISKS TO YOU

You may have to pay our fees from your own money in the below circumstances:

- Your compensation is used to repay debts you owe to the finance company.
- Your compensation is used to offset debts due to an IVA, DRO, CCJ, or bankruptcy.

COMPLAINTS PROCEDURE

If you have a complaint, you can contact us by writing to Reclaim My Money Limited, 85 Gresham Street, London EC2V 7NQ, by phoning us on +44 (0) 203 337 2888 or by emailing to complaints@reclaimmymoney.co.uk.

Full details of our complaints handling procedure can be viewed on our website.

ALTERNATIVE WAYS TO CLAIM

You don't need to use Reclaim My Money or any other claims management company to make a vehicle finance claim. You can also claim for free via your lender, the Financial Ombudsman Service, or the FCA's confirmed redress scheme. You have until 31st August 2027 to make a claim.