

Service Summary

Claim-Smart Limited is a Claims Management Company. We at Claim-Smart Ltd understand that the documents are long, but we have tried to make these as simple to understand as possible. However, if you have any questions about the documents (or the claim more generally), please phone us on 020 3307 5218.

Our Services

Car Finance Claim. We will advise, investigate and represent you against relevant third parties for a potential mis-sold car finance claim. We will take steps to establish that you had a relationship with the finance provider, obtain relevant information to investigate the merits of the claim(s) and, where merit is established, submit a letter of claim to the relevant finance provider. They are allowed 8 weeks to respond to the request, but due to the ongoing investigation being carried out by the Financial Conduct Authority they may not respond until after the 24 September 2024, at the earliest. We will process your claim, liaising with the finance provider until a conclusion is reached. This could involve escalating the complaint to the Financial Ombudsman Service. We will keep you informed of any material developments by either email and/or telephone.

Our Fees

No Win, No Fee Guarantee. We act on a “no win, no fee” arrangement. This means that you don't have to pay money up front for us to pursue your claim and if we are unsuccessful, you do not pay us a penny. If your claim is successful, we will charge you a fee that is line with the FCA Fee Cap. The amount you pay will be dependent on the level of redress you receive. VAT is chargeable on each service fee (the current rate of VAT is 20%). Below our fee table and several worked examples that illustrate how our service fee is applied for any offer of settlement offered. Our service fee(s) will reduce the amount of cash in hand compensation you will retain. If you have any outstanding liabilities with the firm whom the claim is to be made then in certain circumstances your redress may be off set against those outstanding liabilities and you will where necessary need to pay our fees from your own funds.

Redress Amount		Service Fee	Examples				
Lower	Upper		Settlement Amount	Our Fee	Vat @ 20%	Owed to Us	You Receive
£1	£1,499	30%	£1,000	30% = £300	+£60	£360	£640
£1,500	£9,999	28%	£1,500	28% = £420	+£84	£504	£996
£10,000	£24,999	25%	£10,000	25% = £2,500	+£500	£3,000	£7,000
£25,000	£49,999	20%	£25,000	20% = £5,000	+£1,000	£6,000	£19,000
£50,000	N/A	15%	£50,000	15% = £7,500	+£1,500	£9,000	£41,000

Your Input

All we ask from You is that You provide us with all documentation likely to be needed to pursue your claim(s), complete the necessary paperwork required for Us to establish the merits of a claim and forward any correspondence you may receive directly from your finance provider.

Cancellation

You can cancel or terminate this agreement at any time within 14 days without giving any reason and without incurring any charge. You can communicate Your cancellation by telephone on 020 3307 5218 or by email at cancellations@claim-smart.co.uk or can use the cancellation form accompanying our Terms of Business or write to us at Claim-Smart Ltd, 91 Wimpole Street, Marylebone, London W1G 0EF. If you decide to cancel your agreement with us after 14 days, we may charge you a reasonable fee for any work we have undertaken to that point. The cost will be £175 per hour including VAT. We will provide you with an itemised invoice that details the services we have undertaken.

Redress Schemes

You do not need to use a Claims Management Company to check if your agreement was mis sold to you. You can do this yourself for free by making a claim against your finance provider and if not, successful you can escalate your claim to the Financial Ombudsman Service.