

Dear Client,

On behalf of Victory Claims Ltd, may I take this opportunity to thank you for your interest in our Bank Charge Refund Service. To reclaim all of the unfair charges you have incurred in the last 6 years we have enclosed all the documents that we require to be signed and completed. Please refer to the following instructions or speak to your Claims Assessor if you require any assistance with the documents.

## Documents Enclosed

1. Introduction Letter
2. Letter of Authority
3. Client Agreement

## Instructions

For your information  
Sign & Mail  
Sign & Mail

## Step 1: Complete the documents

- Client Agreement (Original Signature)
- One Letter of Authority for each account\* (Original Signature)

\*The Letter of Authority enables us to deal with your bank to recover your bank charges. This form also allows your bank to debit £10 from your account under the Data Protection Act to provide details of the charges you have incurred. If you don't have your statements, just sign the Letter of Authority and Client Agreement.

If you have all your Bank, Credit Card or Loan Statements detailing all the charges to be reclaimed over the last 6 years, you may cross out the "Information request: Data Protection Act" section of the form, and enclose the statements instead, but make sure you still sign the Letter of Authority and Client Agreement.

If you prefer, you may send a cheque for £10 made payable to your Bank. If you have closed your account, you must send cheque, as the fee can only be debited from the same bank.

## Step 2: Post the documents

Please post all documents by first class post to:

Victory Claims Ltd  
The Posthouse  
13 Barracloughs Lane  
Barton-upon-Humber  
DN18 5BB

## Step 3: Get your refund!

That is all you need to do to start to reclaim what is rightfully yours. We shall begin working for you as soon as we receive the completed and signed documents. Please call 0871 218 1206 to speak with our experienced team if you need any help or have any questions.

Once we have received your documents, we shall write to you to confirm that we have received your documents and tell you more about how we shall handle your claim. We manage the whole process for you and keep you informed along the way, all you will have to do is to wait for your refund.

Regards,

*Claims Team*

Victory Claims Ltd