

VictoryClaims Ltd

The Post House, 13 East Street, Harworth, Doncaster, DN11 8NW. Tel:0871 218 1206, Fax: 0207 681 1206, Email:docs@victoryclaims.co.uk

Dear Client,

On behalf of Victory Claims Ltd, may I take this opportunity to thank you for your interest in our services. The next few weeks are critical to formulating the best case against your advisor and we shall work closely with you to ensure that we obtain all necessary information and documentation from you and your Insurer. 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)
- Letter of Authority (Original Signature)
- Your latest Rejection Letter (please include the original as important information is often on the reverse)

OR

- A copy of your policy document (please do not send the original)

Step 2: Post the documents

Please post all documents by first class post to:

Victory Claims Ltd
The Post House
East Street
Harworth
Doncaster
DN11 8NW

Step 3: What happens next?

Once all documentation is received from you, our Claims Team shall conduct a full review of your case, identify the advisor responsible and formulate the grounds for complaint in order to prepare the Claim Letter for your advisor. Our team may contact you for further information or clarification to assist with the preparation of your claim. The preparation stage is usually completed within 7-21 days. Upon receipt of the Claim Letter, your insurer has 56 days in which to make their final decision, although they may require additional time to consider your complaint and obtain information from third parties.

We shall send you a copy of the Claim Letter together with further guidance on how your claim will proceed at the same time as we send the letter to your advisor. In addition, the Claim Specialist allocated to your case will introduce their self and provide you with the necessary contact details for you make enquiries during your claim.

Should you require any further information on how to complete the forms, please contact your Claims Assessor or email info@victoryclaims.co.uk

Regards,

Michael Morgan

Claims Team
Victory Claims Ltd

****DUE TO FSA TIMELIMITS IT IS IMPORTANT THAT WE RECEIVE YOUR SIGNED DOCUMENTS IMMEDIATELY. PLEASE SIGN & RETURN BY FIRST CLASS POST. WE SHALL CONTACT YOU SHOULD WE REQUIRE ANY FURTHER INFORMATION FROM YOU.**