

Dear Client,

On behalf of Victory Claims Ltd, may I take this opportunity to thank you for your interest in our Payment Protection Insurance (PPI) Claim Service. To start your claim into your PPI Policy, 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)
- Letter of Authority\* (Original Signature)
- A copy of your Loan Agreement Bank or any paperwork referring to the policy and how much it cost you. This is helpful but not necessary, so don't worry if you can't find these documents.
- £10 cheque or postal order made payable to your Lender, in order that we can request copies of documents and recordings of calls, under the Data Protection Act.

\*The Letter of Authority enables us to deal with your Bank, Insurer or Lender (Firm) to claim compensation. If you have more than one loan, credit card, account or policy with the same Firm, use one form. If you have accounts with different Firm, you should complete one Letter of Authority for each Firm.

## Step 2: Post the documents

Please post all documents by first class post to:

Victory Claims Ltd  
The Posthouse  
13 East Street  
Harworth  
Doncaster  
DN11 8NW

## 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. For PPI Claims, we need to ask you some questions about your circumstances at the time you were sold the policy and about the advice you received, before we can submit your claim. We shall contact you for a 10-15 assessment as soon as these signed documents are received. 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.

*Victory Claims Ltd*