

Terms of Business

Greg Vaughan Financial Services

My commitments to you:

1. I will analyse the information you provide in order to determine whether or not you have a case for claiming your policy was mis-sold.
2. If I undertake to act on your behalf, I will exercise my expertise at all times in your best interests.
3. I will keep you fully informed of events as your case progresses.
4. If I need additional information from you, I will ask for it promptly in order that your case is not unnecessarily delayed.
5. Most communications will be in writing via email in order to progress matters as quickly as possible. All other communications will normally be by first-class post.
6. All email communications will be virus scanned before issue for your protection.
7. I will endeavour to keep the process as simple and easy to understand for you as possible. All communications will be in plain English.
8. I will comply with all requirements of the Data Protection Act 1998. In particular, I will not pass any of your personal data to third parties (except in strict furtherance of your case) and will not use it to offer or sell you other products or services.
9. I will not invoice you for any fees if your case is unsuccessful.
10. You have the right to cancel this agreement at any time within 14 days of signing this form.
11. I have a complaints process that accords with rules laid down by the Claims Management Regulator, should you be dissatisfied in any way with the service. A copy of the complaints process is available upon request or can be downloaded from the website: www.greg-vaughan.co.uk/complaintsprocess.pdf
12. If you were referred to me by an existing client through my Referral Scheme, my existing client will be entitled to a referral fee from me. This will be paid only if I accept your case and win redress for you. The referral fee is normally 10% of my fee. It is paid from my fee and will not be charged to you.
13. If these Terms are varied it will only be by prior agreement with you.

Your Commitments to Greg Vaughan Financial Services:

1. If I take your case on and it is successful, you agree to pay my invoice, if redress is awarded. The fee will be notified to you prior to you signing a contract.
2. To reply promptly to any request for information that I may require in furtherance of your case. Such information is to be accurate to the best of your knowledge and belief. If you do not respond to my communications for more than one calendar month, I reserve the right to end this agreement.
3. Should you wish to cancel this agreement after 14 days, you agree to let me know. In order to cover any costs incurred, you may be charged a reasonable amount which will be set out in writing.
4. Signing this form is your agreement to these Terms of Business.