

Summary of Key Information Document

OUR SERVICES	PPI Check	<p>This Check aims to confirm if you had, or have, PPI with your lender for all products that you advise us of.</p> <p>If the status is No PPI, you will be advised and we close the matter at no charge.</p> <p>Where PPI is, or may have been, present, we will automatically proceed onto the PPI CLAIM service.</p>	PPI Claim	<p>Where there is a reasonable belief that PPI is or may have been present, we will complete a PPI questionnaire with you, in order to present your PPI claim as accurately as possible.</p> <p>The aim is to determine whether PPI was mis-sold on any and all products taken with your lender by presenting a formal complaint to be investigated.</p> <p>We will liaise with you to gather appropriate information relating to your matter(s) before presenting a case.</p> <p>If there is No PPI, you will be advised and we will close the matter at no charge.</p>
	YOUR INPUT	<ul style="list-style-type: none"> We need you to tell us if you have a change of details such as name, address or other contact details. Let us know if the lender contacts you directly. To avoid delay, please return to us with any information that we need from you as soon as possible. Provide us with as much information & documentation as you have about your policy to allow us to process a claim. If you receive a rejection, offer or payment directly from your lender, please inform us as soon as possible so that we can advise appropriately. 		
		CANCELLATION	<p>Your Cancellation Rights</p> <p>The PPI Claim can be cancelled within 14 days of agreeing to it at no charge. Any PPI check work undertaken will not be charged for however, if you cancel after 14 days of agreement, we reserve the right to charge for works completed regarding your claim and if an offer has been made, our usual fees will apply. You can request cancellation by phone on 01244 683 222, email at info@credit-hero.co.uk or via our online form at www.credit-hero.co.uk/contact, or write to us at Credit Hero, Scotsman House, The Sidings, Boundary Lane, Chester, CH4 8RD</p>	
TIMESCALES	<ul style="list-style-type: none"> May vary from time to time, on a case by case basis and are dependent on a number of factors, for example; lender backlogs or further information requests. PPI CHECK: On average we receive a response to the PPI Check within 6 weeks of issue to the lender. PPI CLAIM: A decision on a PPI Claim takes on average 8-16 weeks from the date of the lender's acknowledgement. Where the Financial Ombudsman Service (FOS) or the Financial Services Compensation Scheme (FSCS) is used, timeframes may vary considerably. 			
	OUR FEES	<p>Claims Service Fees are 20% + vat (24%) of the total redress offered by the lender of any successful enquiry or claim. Lenders may offset refunds against outstanding balances. If the refund goes towards your outstanding debt our fees still apply. If the PPI Claim is unsuccessful, you will not be charged. You must settle our fees within 7 days of receiving funds. Interest on refunds may be subject to income tax which varies dependent on circumstances. Fee examples are for illustrative purposes only.</p>		

Other Methods & Services - You can also approach the Financial Ombudsman Service (FOS) or Financial Services Compensation Scheme (FSCS) for free if you wish them to review your case, if you have approached your lender first, and if it falls within their remit. Where Credit Hero refers your case to FOS/FSCS, we will not charge any extra for such services.

Fee Illustration A		
A	PPI Payments	£390.70
B	Interest on A	£0.00
C	8% Interest	£609.35
D	Total Redress =A,B+C	£1,000
E	Income Tax (C x20%)	£121.87
F	Net Interest (C-E)	£487.48
G	Post income tax (D-E)	£878.13
H	Our Fee (D x 20%)	£200.00
I	VAT (H x 20%)	£40.00
J	Payable to GB (H+I)	£240.00

Fee Illustration B		
A	PPI Payments	£1,511.27
B	Interest on A	£0.00
C	8% Interest	£1,488.73
D	Total Redress =A,B+C	£3,000
E	Income Tax (C x20%)	£297.75
F	Net Interest (C-E)	£1,190.98
G	Post income tax (D-E)	£2,702.25
H	Our Fee (D x 20%)	£600.00
I	VAT (H x 20%)	£120.00
J	Payable to GB (H+I)	£720.00

Fee Illustration C		
A	PPI Payments	£4,701.83
B	Interest on A	£0.00
C	8% Interest	£5,298.17
D	Total Redress =A,B+C	£10,000
E	Income Tax (C x20%)	£1,059.63
F	Net Interest (C-E)	£4,238.84
G	Post income tax (D-E)	£8,940.37
H	Our Fee (D x 20%)	£2,000.00
I	VAT (H x 20%)	£400.00
J	Payable to GB (H+I)	£2,400.00