

Service Summary

This page sets out information we are required to summarise in a one-page format by the Financial Conduct Authority.

Services

Allegiant Finance Services Limited (the **company**) will advise, investigate and represent you in order to investigate (and where relevant pursue) a complaint on your behalf against your lender (the **claims management service**). When providing the **claims management service** the **company** will take steps to establish a lending relationship, obtain relevant information to investigate the merits of your claim and, where merit is established, submit a claim to the lender on your behalf. The **company** will keep you updated on the progress of your claim by written correspondence (email / letter / live chat / SMS / website portal as appropriate) and/or orally by telephone. We will update you whenever there is a meaningful update, but in any event at least (i) when we submit a claim; and (ii) when the lender provides a final response. If the matter is referred to the Financial Ombudsman Service, we will update you: (i) when the **claim** is acknowledged; and (ii) when there is a meaningful development. We will also update you in line with regulatory requirements.

Client Obligations

You must provide the **company** with all information and/or documentation likely to be needed to pursue your claim(s), complete the necessary paperwork required and promptly communicate all relevant information to the **company** throughout the claims process. This will include details of your financial circumstances at the time of borrowing and lending history.

Service Fees

In return for the provision of the **claims management service** under this agreement, the **company** charges 30% inc. VAT of cash in hand (net compensation) awarded to you (the **success fee**). Please find below an illustration of what our fee would be if you obtained compensation to the value of £1,000, £3,000 and £10,000:

- If you are awarded and receive £0 in compensation, there is no charge.
- If you are awarded and receive £1,000 in compensation our **success fee** would be £300 (inc. VAT)
- If you are awarded and receive £3,000 in compensation our **success fee** would be £900 (inc. VAT)
- If you are awarded and receive £10,000 in compensation our **success fee** would be £3,000 (inc. VAT).

If you owe your lender money (e.g., because you are in arrears or have an active loan), they may use some or all of your compensation to reduce what you owe them. If this happens, our **success fee** will be calculated on the actual cash in hand compensation that you receive, for example:

If you are awarded £1,000 but receive £200 because you owe your lender £800, our **success fee** is only calculated on the actual £200 cash in hand received. Our **success fee** would be £60 (inc. VAT).

Cancellation

You can cancel for free at any time within 14 days without giving any reason and without incurring any liability.

Outside 14 days, you can cancel for free but will need to pay a **success fee** if a settlement proposal has already been made.

- if there has been a settlement proposal but you have not accepted it prior to cancellation, the **success fee** will apply to the lowest of either (i) the settlement proposal with the highest compensation received prior to cancellation; or (ii) the compensation that you achieve independently of us.
- If you have already accepted a settlement proposal our **success fee** will apply in the usual way.

The **success fee** would not be due for payment until you receive cash in hand. You can communicate your cancellation by telephone, post, email or online as follows: By post: Allegiant Finance Services Limited, Freepost RTYU-XUTZ-YKJC, 400 Chadwick House, Warrington Road, Birchwood Park, Warrington, WA3 6AE; (b) by email: helpdesk@allegiant-finance.co.uk; (c) by telephone: 0345 544 1563; or (d) online at <https://allegiant.co.uk/legal/cancellation>.

Alternative Ways You Can Claim (Including Do It Yourself)

You do not need to use the **company's claims management service** to lodge a complaint against the lender(s) and if your complaint is not successful you can refer it to the Financial Ombudsman Service yourself for free. (Lender parent name) trading as (lender trading name) advertises that it is a member of the following additional ADR scheme(s): (ADR Schemes). It is possible for you to present a claim yourself to any advertised ADR scheme.

Allegiant Finance Services Limited is a Claims Management Company that is Authorised and Regulated by the Financial Conduct Authority. Firm Reference Number: 836810.