

Letter of Authority to Act

Name

Current Address

Date of Birth

Client Reference

1. This authority relates to all accounts and credit agreements I hold (or have previously held) with your firm and supersedes any previous letter of authority you may hold on file from myself. I authorise the extension of this authority to all outstanding claims which you are currently processing on my behalf.
2. Please take this authority as my instruction for you to deal exclusively with Consultation Claims Ltd (CCL) in relation to my complaint against your firm (within the meaning as set out in the Dispute Resolution: Complaints sourcebook of the Financial Conduct Authority (FCA) Handbook (DISP)) in respect of the potential mis-sale of my vehicle finance agreement(s) and any associated motor finance commission payments and such authority shall cover all accounts and agreements I have held with you both past and present.
3. I hereby:
 - 3.1 authorise you to provide CCL with the account numbers in respect of all accounts I hold (or have previously held) with you;
 - 3.2 authorise you to provide CCL with any other information requested by it at any stage (including details of the commission model used upon entry into my vehicle finance agreement(s));
 - 3.3 authorise CCL to make a data subject access request (DSAR) under the UK General Data Protection Regulation and the Data Protection Act 2018 in order to obtain all personal information and documentation you hold about me and my accounts. I expect this to be sent to CCL within 30 calendar days of receiving such request;
 - 3.4 authorise CCL to make a request under section 77 of the Consumer Credit Act 1974 to obtain information such as a copy of my credit agreement and a statement of account details from you. I expect this to be sent to CCL within 30 calendar days of receiving such request; and
 - 3.5 appoint CCL as my sole representative when logging my request(s); and
 - 3.6 confirm that should CCL not receive either (i) the DSAR response within 30 days of request; or; (ii) the complaint outcome within the timelines set by the FCA in DISP; (iii) or a satisfactory complaint outcome, CCL may be instructed to lodge a formal complaint on my behalf with the Financial Ombudsman Service.
4. If you need to contact a third party to progress my request, I hereby also authorise and consent for the third party to provide you and CCL with any information required.
5. Please ensure that all communications and any payments are directed to CCL and they will subsequently be forwarded to me.
6. I remind you of your obligation to comply with the FCA Principles of Business (in particular, Principles 1 and 6, as well as treating all customers fairly).
7. I also confirm that a photocopy or an electronic copy of this Letter of Authority will have the same legal effect as the original.

Important Notice

This Letter of Authority forms part of my Agreement with CCL. It is signed electronically and my intention is that has the same effect as if signed with a pen.

Signed

Date

Name

DOC ID - 5116425.10

Consultation Claims Limited (CCL) registered address is 4 Granville Road, Dorridge, Solihull, B93 8YB. It is a private limited company registered in the UK under Company No. 07958095 and the Information Commissioners Office under Reg No. Z308493X. CCL is authorised and regulated by the Financial Conduct Authority in respect of regulated claims management activity under FRN: 836626.