Claims1 – Vehicle Finance Claims – Summary Information & Key Facts

The Company
Claims1 is a claims management company and is a trading style of Victor Hydon Ltd, a company registered in England and Wales, company registration number 09086740, registered address Swinford House, Albion Street, Brierley Hill, West Midlands, England, DY5 3EE. VAT Number 204 1226 68, ICO Reg No: ZA067879, authorised and regulated by the Financial Conduct Authority, reference number 833758. Visit the Financial Services Register, www.fca.org.uk/register.

Our Law Firm Partner
Our law firm partner, My Law Matters (MLM), is a trading style of Fentiman Legal Ltd; a company registered in England and Wales under registration number 12661534. Registered office: 84 Salop Street, Wolverhampton, WV3 0SR. ICO number: ZA786713. VAT registration number 357181193. Authorised and regulated by the Solicitors Regulation Authority (number 800557) and subject to the solicitor's code of conduct at www.sra.org.uk/solicitors/code-of-conduct. There is a common shareholding between Claims1 and MLM, however MLM operates as an independent legal service provider and is professionally obligated to meet the standards set out by the Solicitors Regulation Authority when acting on your behalf.

The Claims Services and what Claims1 will do for you
Claims1 offers a free Vehicle Finance claim checking service, through a soft credit check with Valid8 IP Ltd to verify the details of your vehicle finance agreement(s). This will not affect your credit score. You can view Valid8 IP's privacy policy at https://valid8.co.uk/privacy.php.

Claims1 will not be involved in handling or advising on your claim. Eligible claims will be referred to our law firm partner MLM. If we do this, we will let you know by post, email or text message. If MLM believe vehicle finance was mis-sold to you they will make a claim against the lender(s) on your behalf on a no win, no fee basis. Your car finance provider has up to 8 weeks to provide a final response, however the Financial Conduct Authority has extended the response period to 2026 while they complete their motor finance investigations. If your lender(s) defends their position, MLM may refer your claim to the Financial Ombudsman Service (FOS). If you pursue a claim with MLM, they will charge a fee if your claim is successful, their fees are explained below. The FCA may also impose a consumer redress scheme.

Client's Obligations
Provide Claims1 with the authority to act on your behalf and any information we request from you.

How Claims1 Keeps Its Clients Updated
After we refer your claim, Claims1, in conjunction with MLM, will remain in contact with you to provide updates about the referral process, offer support with general queries or communication relating to the claim, and ensure quality of service and client satisfaction. This may be by post, email, text message or social media messaging (including WhatsApp and Facebook Messenger)

Law Firm Fees
Claims1 do not charge you to investigate whether you may have a potential claim. If you pursue a claim with MLM, they will charge you a fee if your claim is successful. The fee will be based on the amount of redress you receive and will be between 15% + VAT (18% in total) and 30% + VAT (36% in total) of the total value of each successful claim. The table of charges is as follows:

Band	Consumer Redress Obtained from Lender		MLM Fee % (inclusive of VAT)	To Maximum Total Fee of (inclusive of VAT)
	Lower (£)	Upper (£)		
1	£1	£1,499	36%	£504
2	£1,500	£9,999	33.6%	£3,000
3	£10,000	£24,999	30%	£6,000
4	£25,000	£49,999	24%	£9,000
5	£50,000	No limit	18%	£12,000

For example, if you receive compensation of £700 from your lender, MLM's fee will be £252 including VAT. The table above is provided for illustration purposes only. It is not an estimate of the amount which is likely to be recovered. Claims1 will receive an introducer fee from MLM if you go ahead, this fee is not payable by you. As an outcome of their review of the motor finance industry, the FCA may impose a consumer redress scheme. If such a scheme is put in place, MLM's success fee will remain payable in consideration of the work they complete on your behalf.

Financial Ombudsman Service Referral Fee
If you enter into a contract with MLM and your lender rejects your claim, MLM may refer your claim to the Financial Ombudsman Service (FOS). FOS will charge MLM a case referral fee of £250. If your claim is unsuccessful, MLM will absorb this cost and you will not be charged. If your claim is successful, FOS will refund £175 to MLM. The balance of £75 is not refunded. This £75 will be treated as a disbursement of your claim and will be charged to you in addition to MLM's agreed fees. MLM will provide you with a clear breakdown of this disbursement if it arises. Alternatively, you have the right to refer your rejected claim to the Financial Ombudsman Service (FOS) at no cost, without engaging a law firm.

Your Right to Cancel
We can cancel this Agreement at any time. There will be no fee payable if we cancel our agreement to carry out a free vehicle finance claim checking service for you. You have the right to terminate this agreement at any time, by emailing compliance@claims1.co.uk. Any cancellation must be made by way of a cancellation notice or by a clear statement to us. There is no cancellation fee if you ask us not to go ahead with the free vehicle finance checking service. If we identify you may be eligible to make a claim for vehicle finance, we will notify you that your claim has been referred to MLM and provide you with MLM's documentation, at this point you will have a 14-day cooling off period. MLM reserves the right to impose a cancellation fee subject to the terms set out below:

- You may cancel Your Claims) at any time by using the Cancellation Form available at www.mylawmatters.co.uk/cancellation. Alternatively, You may request cancellation to MLM directly in writing to Compliance Team, My Law Matters, 84 Salop Street, Wolverhampton, WV3 OSR, by telephone 01902 955042 or via email vehiclefinanceclaims@mylawmatters.co.uk.
- If you cancel, your claim(s) within your 14 day cooling off period, then no fee will be charged.
- If you can cancel your claim(s) after receiving a reasonable offer of Compensation, then MLM will be entitled to charge You a cancellation charge equal to the Fee(s) plus VAT that would be payable as set out under 'MLM Fee(s) above.
- If you cancel after your 14 day cooling off period, but before an offer of Compensation is received, we will charge a reasonable amount for the work undertaken on your behalf. For example, we have conducted a soft credit check for you and will charge a fair hourly rate of £25 for the work undertaken to date, plus other disbursements including a FOS fee if appropriate. Our cancellation charge is capped at £120.
- MLM may at its sole discretion decide not to proceed with a Claim and cancel the Agreement to Proceed at any time, but MLM must act reasonably in taking such a decision and You will owe MLM nothing.
- MLM will always provide you with a clear statement of any fees due at the point of cancellation. MLM's cancellation fees will be included in their documentation which we will provide to you.

Available Alternatives
You don't have to use Claims1 or MLM to make a claim. You can use another claims management company or law firm, or you can submit a claim to your lender for free, or contact the Financial Ombudsman Service for free advice.

Complaints Procedure
If you have a complaint you can contact us by writing to Claims1, 84 Salop Street, Wolverhampton, WV3 0SR, by phoning us on 0330 828 0420 or by emailing to compliance@claims1.co.uk. Full details of our complaints handling procedure can be viewed on our website https://claims1.co.uk/complaints-procedure/

Keeping You Informed
To opt out at any time email compliance@claims1.co.uk or write to Compliance Team, Claims1, 84 Salop Street, Wolverhampton, WV3 0SR.