



Terms and Conditions

This agreement is a legally binding contract between you and Ingram Toft.
In signing this Agreement, you are agreeing to be bound by it.

We, your instructed representatives: Ingram Toft

You:

Address:

1. What Ingram Toft will do for you:

- We will assess your claim and, if appropriate, pursue on your behalf, a claim for the recovery of your losses.
- We will deal with all aspects of your claim, including correspondence with relevant companies and/or institutions and all negotiations. We may subsequently require you to sign further documentation to facilitate this. We will let you know if and when the need arises.
- We will inform you of all offers of settlement that we receive, evaluate them and advise you in writing whether we consider it to be in your interest to accept or to reject.
- If necessary, we will pursue your claim through the Financial Ombudsman Service at no further cost to you.
- Once payment is made to you, we will forward an Invoice to be satisfied by you within seven days.
- We will always act in your best interests in pursuing your claim and obtaining for you the best results reasonably obtained.

2. What Ingram Toft will NOT do:

- We will NOT advise you to pursue a claim that in our opinion has no realistic chance of success, and we reserve the right to cancel this Agreement if we form this opinion.
- We will NOT advise you to accept an offer that we consider inadequate or to reject an offer that we consider to be reasonable, and we reserve the right to cancel this Agreement if you wish to accept an offer of payment that we consider inadequate or to reject an offer that we consider to be reasonable.
- We will NOT accept an offer of payment on your behalf without your agreement.
- We will NOT take your case to Court although we will advise you if we think you should.

3. What we expect from you:

- To provide us promptly with all relevant information we request to enable us to pursue your claim.
- To return this document to us, signed within 30 days. If it is returned after 30 days your instruction will only be accepted at the discretion of our directors.
- To provide us with clear instructions.
- To cooperate with us.
- Not to mislead us or ask us to work in an improper or unreasonable way.
- To provide us with the exclusive authority (excluding even yourself):
 - (a) To pursue your claim.
 - (b) To enter on your behalf into correspondence and negotiations,
 - (c) To receive, process and give valid receipt of any award made,
- If a cheque in payment of your awarded is sent directly to you or If payment is made directly into your bank account we will forward an invoice to be satisfied within seven days.
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Example 1: If we recover £1000 for you the fees would be 25% plus VAT which would be £250 plus vat totaling £300.00

Example 2: If we recover £2000 for you the fees would be 25% plus VAT which would be £500 plus vat totaling £600.00

Example 3: If we recover £10000 for you the fees would be 25% plus VAT which would be £2500 plus vat totaling £3000.00



- Financial benefit includes any, compensation; or other forms of redress.

5. Cancelling this Agreement

- We can cancel this Agreement at any time, and no further fee will be payable by you, providing we advise that your claim is unlikely to succeed and you have fulfilled your obligations set out in section 3. You may cancel this Agreement within 14 days of signing the agreement at no cost to yourself. Should you cancel this agreement and no offer or settlement have been made, we reserve the right to charge you our reasonable costs for the running of your claim up to the point at which you informed us you would like to cancel.
- Cancelling of this Agreement by either party must be in writing.

6. Data Protection:

We will control and process your personal information in accordance with the Data Protection Act 2018. We will use the personal information that you provide to assess your claim and carry out our duties to you pursuant of this Agreement. We may disclose your personal information to other companies should the need arise during the process of your claim. We will also use your personal information for administrative, accounting, monitoring, research and marketing purposes; statistical analysis; security vetting and client services. By providing your personal information to us, you expressly authorise us to process that information for the purposes set out in this paragraph. You can at any time request from us a copy of all information that we have regarding you free of charge and correct any inaccuracies in it. If you provide information about us to another party, you confirm that such party authorised you to do so and consents to our processing that personal information.

7. Client Declaration:

I/We confirm that I/We have read and understood the above terms and conditions and by signing below confirm acceptance of the terms and conditions of this Agreement with Ingram Toft and authorise them to act on my/our behalf. I/We confirm that I/We have read and understood the Data Protection Statement at paragraph 6 above.

If you do not understand any part of this agreement or have any questions relating to it, please contact us on 0800-772-3270.

This agreement is a binding contract and in signing it you are accepting its terms.

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| SIGN HERE | Print Name: On behalf of Ingram Toft | Dated: |
| | CLIENT(S) TO SIGN | |
| Please tick the box to confirm that you understood this Agreement: <input type="checkbox"/> | | |
| 1 st Signature _____ Print Name _____ | | |