



## TERMS OF INSTRUCTION

1. I hereby appoint Red Card Claims to act on my behalf as my sole representatives in respect of my claim for such fees erroneously levied or applied to my bank account, credit card or store card as identified in the enclosed/forwarded "Form of Authority."
2. I shall provide all information required by Red Card Claims, as requested, by return.
3. I shall not enter into any pre-court agreement with the financial organisation concerned without first consulting Red Card Claims. I understand that such action on my behalf may incur costs for which I shall be liable to pay.
4. I further understand that although highly unlikely it may be necessary to attend the County Court.
5. Red Card Claims will endeavour to recover all penalty charges and undertake to forward any payment from the financial organisation to me within seven days from the date received, subject to the retention of such interest deemed applicable to this action which will be taken as their fee.
6. Should I receive settlement direct from the financial organisation I agree to forward the correct fee to Red Card Claims within 3 days of the settlement monies being received by me, failing which I will be liable for interest on the outstanding sum at 5% above the Bank of England base rate at the date of settlement together with any reasonable recovery costs incurred by Red Card Claims.
7. In the event of me electing to settle the claim prior to court action I accept that Red Card Claims be entitled to retain a percentage of the damages paid in accordance with the fee scales applied by the Company at the date of this contract.
8. I understand that I am entitled to cancel this agreement in writing within 14 days of entering into it, but in such circumstances, I will be liable for all costs incurred by Red Card Claims up to that point. Cancellation of the agreement after 14 days will render me liable for

the fees that Red Card Claims would otherwise have earned by pursuing the financial organisation.

9. I understand that if I accept any settlement whatsoever offered by the financial organisation without the full agreement of Red Card Claims, then I will remain liable for the fees which Red Card Claims would otherwise have earned by pursuing the financial organisation (even if those fees are higher than the settlement agreed).
10. In consideration thereof Red Card Claims will:
- Draft, prepare and forward to the financial organisation any necessary correspondence.
  - Undertake all necessary negotiations on my behalf.
  - Review all information provided by the financial organisation.
  - Calculate the sum of money owed.
  - Pay the fee for the Data Subject Access Request, as applicable.
  - Pay the Court fee, as applicable.
  - Provide representation at Court, as applicable
11. I understand that details of Red Card Claims complaints handling procedure can be found on their website.

Name: .....

Address: ..... Telephone: .....

..... Mobile Tel: .....

..... E-mail: .....

.....

Post Code: .....

Signed: .....

Dated: .....

**Please return to:  
Red Card Claims Limited, Merlin House, 1 Langstone Business Park,  
Newport NP18 2HJ.**

Red Card Claims Limited is regulated by the Ministry of Justice in respect of regulated claims management activities; its registration is recorded on the website [www.claimsregulation.co.uk](http://www.claimsregulation.co.uk)