

### **PART 3: LETTER OF ENGAGEMENT: SOLE AGENCY AGREEMENT TO CONDUCT FINANCIAL CLAIMS**

1. I / we have read, understood and agreed to be bound by the 'Terms and Conditions' as provided in Russell & Young Ltd's claims pack and available on the company website: [www.russellyoung.co.uk](http://www.russellyoung.co.uk)
2. I / we agree that Russell & Young Ltd will be my / our sole and exclusive agent from now until the claim has been finalised.
3. I / we understand that Russell & Young Ltd will only use the information provided to them in relation to the claim submitted.
4. I / we understand that if my/our complaint(s) is / are successful, my / our policy(ies) will be cancelled and cover will cease (PPI claims only).
5. I / we confirm that the information provided to Russell & Young Ltd is to the best of my / our knowledge correct.
6. I / we confirm acceptance of this agreement and give full authority to pursue the complaint.
7. I / we agree to pay Russell & Young Ltd 19% (all inclusive) of any financial benefit.
8. I / we agree for Russell & Young Ltd to refer my / our claim to the Financial Ombudsman Service (FOS) if my / our claim is not upheld.

First Policy Holder Signature: .....

Name of First Policy Holder (please print): .....

Date: .....

Second Policy Holder Signature (if a joint policy): .....

Name of Second Policy Holder (please print): .....

Date: .....

### **NO UPFRONT FEES. NO WIN NO FEE**

Russell & Young Ltd, The Southwest Business Centre, Queensgate House, 48 Queen Street, Exeter. EX4 3SR

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ICO Data Protection Act 1998 Z2679785

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