

Guide to making a compensation claim

i As a landlord you should take reasonable action to keep your losses down.



Client Money Protect (CMP) will compensate a member's client under the following conditions:

- The agent was a member of CMP when the misappropriation occurred
- The misappropriation occurred within the last 12 months
- The police have been informed of the theft and you have a crime reference number

What are the claim limits?

- A landlord can claim up to a maximum of three months' rent

What can I claim for?

- As a landlord you are able to claim up to a maximum of three months' rent (minus fees)
- Deposits can only be claimed through CMP if the agent failed to protect the deposit with a government approved deposit protection scheme

What evidence do I need to provide?

- Copy of the terms of business/contract agreement with the agent
- Copy of the tenancy agreement(s)
- Copy of the bank statements from the last 12 months demonstrating rent payments coming into your account and then no longer being made
- Copy of the tenants' bank statements or evidence from the tenant showing the missed rental payments have been made
- Communication between you and the agent regarding the misappropriation
- Tenant only – evidence of deposit being paid to the agent and written consent from the landlord of the property that they are content for the deposit to be returned

How to make a claim?

If you are unable to make contact with the agent and you discover misappropriation of client money has occurred then you can raise a compensation claim by carrying out the following steps:

1. Inform the police and obtain a crime reference number
2. Complete the compensation claim form which is downloadable at www.clientmoneyprotect.co.uk/claim
3. Provide the relevant evidence
4. Submit your completed claim form and evidence to claims@clientmoneyprotect.co.uk

or alternatively you can post to:

**Client Money Protect, 1st Floor, Premiere House,
Elstree Way, Borehamwood, WD6 1JH**

On receipt of your completed claim form and supporting documents, CMP will verify your claim and update you accordingly within 14 days.

Other information

You must make your application to CMP within 12 months of the date CMP was first notified of the member's misappropriation of client money and within 12 months of discovering that the misappropriation of your client money has occurred. The length of time that an application takes to be completed will depend on the information provided to us by the claimant and the circumstances of the claim.

As the claim is relating to a criminal offence there are additional processes that need to be undertaken and in some instances are out of our control. CMP will endeavour to reduce delays as much as possible and complete your claim as quickly as possible.

