



Client Money Protect

# Guide to making a Compensation Claim



**i** Our members are required to comply with our guidance on holding client money.

## When can I make a Claim?

Client Money Protect will compensate a Member's Client under the following conditions:

- The Agent is a live member of CMP
- The loss has been sustained during the Member's subscription
- The claimant has informed to the police of the theft and has a crime reference number

## How to make a Claim

If a Member's client discovers that there is a compensation claim to be made then they should carry 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](http://www.clientmoneyprotect.co.uk)
3. Provide relevant evidence; (such as the below)
  - A copy of your tenancy agreement
  - A copy of the terms of business with the agent
  - A copy of the bank statements demonstrating payments coming into your account and then no longer being made
  - Evidence of deposit being paid
  - Tenant only – Written consent from the landlord of the property that they are content for the deposit to be returned
4. Return to Client Money Protect, 1st Floor, Premiere House, Elstree Way, Borehamwood, WD6 1JH or you can email to [claims@clientmoneyprotect.co.uk](mailto:claims@clientmoneyprotect.co.uk)
5. On receipt of your completed application and supporting documents, CMP will verify you claim and update you accordingly.

## **i** Other information

You must make your application within 6 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 applicant and the circumstances of the application. 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.



Client Money Protected: [www.clientmoneyprotect.co.uk](http://www.clientmoneyprotect.co.uk)