

Guide to making a compensation claim

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

Client Money Protect will compensate a member's client if:

- the agent was a member of Client Money Protect at the time of the misappropriation
- the misappropriation occurred in the last 12 months
- the police were informed of the theft and you have a crime reference number

What can I claim for?

- As a landlord you can claim up to a maximum of three months' rent (minus fees)
- Deposits can only be claimed through Client Money Protect if the agent did not protect the deposit with a government approved deposit protection scheme

What evidence do I need to provide?

We will require copies of:

- the terms of business/contract agreement with the agent
- the tenancy agreement(s)
- the bank statements from the last 12 months showing rent payments coming into your account and then no longer being received
- the tenant's bank statements or evidence from the tenant showing the missed rental payments having been paid
- communication between you and the agent relating to the misappropriation
- tenant only – evidence of the deposit being paid to the agent and written consent from the landlord of the property to the deposit being refunded

How to make a claim

If you are unable to make contact with the agent and you discover client money has been misappropriated, then you can raise a compensation claim by:

1. Informing the police and getting a crime reference number
2. Completing the compensation claim form which you can download at www.clientmoneyprotect.co.uk/claim
3. Providing the relevant evidence
4. Sending us your completed claim form and evidence to claims@clientmoneyprotect.co.uk or by posting it to:

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

When we receive your completed claim form and supporting documents, we will validate your claim and get in touch with you within 14 days.

Other information

Your application to Client Money Protect must be made:

- within 12 months of the date we were 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 carried out which, in some cases are out of our control. We will make every effort to reduce delays and complete your claim as quickly as possible.

www.clientmoneyprotect.co.uk

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