

Compensation claim form

The information provided on this form is confidential and will only be used by Client Money Protect to process compensation claims.

Applications for compensation must be made within 12 months of Client Money Protect announcing on its website that claims are being accepted in relation to the member misappropriating client money.

Landlords: Immediately you become aware that your agent has misappropriated your money and you are unable to make contact with them, you should:

- report this to the police and get a Crime Reference Number
- make sure you minimise your losses, such as, arranging for tenants to pay all rent directly to you

Your details

Crime Reference Number:

Agent company name:

Agent address:

Are you a:

Landlord

Tenant

Other

Your full name:

Address:

Postcode:

Telephone number:

Email address:

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Property details

If you have multiple properties, you will need to complete a separate claim form for each individual property.

Please provide the full address of the property relating to the application for compensation.

Address:

Postcode:

Summary of
claim:

For more space please use an additional page

Compensation claim form

Section A

Landlords: If you are claiming as a landlord, please complete this section

Date agent started acting for you:

Date of last communication with the agent:

What is the monthly rent?

Please confirm which months you are claiming compensation for (tick as appropriate)

Jan	<input type="checkbox"/>	Feb	<input type="checkbox"/>	Mar	<input type="checkbox"/>
Apr	<input type="checkbox"/>	May	<input type="checkbox"/>	Jun	<input type="checkbox"/>
Jul	<input type="checkbox"/>	Aug	<input type="checkbox"/>	Sep	<input type="checkbox"/>
Oct	<input type="checkbox"/>	Nov	<input type="checkbox"/>	Dec	<input type="checkbox"/>

Please confirm the total amount of rent you are claiming (*minus any service fees*)

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Please note that:

- If you took out a rent guarantee policy you should make a claim on this first
- Rent is paid, net of fees
- Client Money Protect will only consider claims for lost of rent that occurred in the last 12 months

Please provide copies of the:

- tenancy agreement
- Terms of business/contract with the agent
- bank statements from the last 12 months showing rent payments coming into your account and when they stopped
- tenant's bank statements or evidence from the tenant showing the missed rent payments were made, if possible
- all communications between you and the agent about missing client money

Without all this evidence your
application may be rejected

Compensation claim form

Section B

Tenants: If you are claiming as a tenant, please complete this section

Date tenancy started:

Are you a sole tenant or a joint tenant?

Sole

Joint

If you are a joint tenant, please list the names of all other tenants and their contact details

Name

Telephone

Email

For more space please use an additional page

What is the monthly rent?

What was the deposit amount?

Did you receive a receipt for the deposit?

Did you receive deposit protection details?

Has the tenancy ended?

When do you expect the tenancy to end?

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You can only claim the deposit if the deposit was not protected with a government approved deposit protection scheme

If you are claiming for any other client money the agent was holding, then please provide a full explanation and proof the money was paid

Please provide copies of the:

- tenancy agreement
- evidence that the deposit was paid to the agent
- tenancy deposit registration certificate (if relevant)
- written consent from the landlord of the property confirming the deposit should be returned to you
- any communications between you and the landlord and/or agent relating to the misappropriation
- written confirmation from each of the three schemes that your deposit was never protected by them:
 - mydeposits <https://www.mydeposits.co.uk>
 - Deposit Protection Service <https://account.depositprotection.com>
 - Tenancy Deposit Scheme <https://www.tenancydepositscheme.co.uk>

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Please return your completed form and relevant evidence to:
claims@clientmoneyprotect.co.uk

Or you can post it to:

Client Money Protect,
Limelight,
1st Floor, Studio 3,
Elstree Way
Borehamwood
WD6 1JH

Once we have received completed form and supporting evidence, we will check your claim and update you on the next steps, within 14 days.

Other information

You must make your application to Client Money Protect:

- within 12 months of discovering that the client money has been misappropriated
- if we have already confirmed on our website that we are accepting claims from clients of the agent then within 12 months from that notification

How long will the process take?

The time that an application takes to complete depends on the information provided by the claimant and the circumstances of the claim.

As the claim relates to a criminal offence, additional processes are needed and in some instances are out of our control.

We will make every effort to reduce delays and complete your claim as quickly as possible.

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Transfer of rights:

I agree that if Client Money Protect pay me compensation after I have made a claim, any right of action that I may have otherwise had against the agent or anyone connected to that agent in relation to the claim will be transferred, in full to Client Money Protect, (known as 'subrogation').

I understand that the:

- transfer will only operate once I have received full payment from Client Money Protect
- transfer of rights extends to all my rights to make claims and to any proceedings that Client Money Protect or their insurers may wish to make in my name as a claimant against the agent

I will give Client Money Protect:

- any help required relating to any legal action to claim back money that should have been lawfully returned which may include:
 1. providing Client Money Protect with any documents in my possession or under my control that are relevant to any question raised relating to this issue
 2. an agreement to provide witness statements and to attend court if required

If Client Money Protect have paid me the money I am entitled to, and I subsequently receive this money from the agent, then I agree to repay Client Money Protect immediately I become aware of the 'double' payment.

Declaration:

I confirm the information I have provided within this form is accurate.

Signature:

Date: