

Making a compensation claim



If you have concerns about your money's security and have been unable to contact your letting agent or settle the issues, you can contact us and follow our compensation process.

You will need to:

- report the incident to your local police station so you can get a Crime Reference Number
- complete our compensation form which you can find [here](#)
- send us all relevant supporting evidence

As a landlord you should take reasonable steps to minimise your loss. This includes making sure your tenants pay their rent directly to you.

Your application to Client Money Protect must be made:

- within 12 months of discovering that your money is missing
- within 12 months of the date you first notified us about the member's misappropriation of client money

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

- the agent was a member of Client Money Protect at the time money went missing
- the misappropriation occurred in the last 12 months
- you have informed the police and have a Crime Reference Number

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 will you need to provide?

We will require 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
- (tenants only) - evidence of the deposit being paid to the agent and the landlord's written consent that the deposit can be refunded
- send us your completed claim form and 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 the completed form and supporting evidence we will check your claim and update you on the next steps within 14 days.

The length of time that an application takes to complete will depend on the information provided to us and the circumstances of the claim. As the claim relates 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.