

## RIGHT TO CANCEL

**Cooling off Period:** You have the right to cancel any Claim(s) free of charge within 14 days of The Claims Guys (TCG) sending your letter(s) of complaint (Claim(s)) to a Bank, without giving any reason.

If you cancel any Claim(s) at any time after the Cooling off Period, for any reason, TCG will charge a cancellation fee which will be reasonable and proportionate to the work done and the costs incurred by TCG up to the point of cancellation.

If you cancel your Claim(s) after a reasonable offer of Compensation is due to you, then TCG shall be entitled to issue you a cancellation charge equal to the Fee(s) owed.

Please refer to our Terms of Engagement for full details which can be found at [www.theclaimsguys.co.uk](http://www.theclaimsguys.co.uk).

## CANCELLATION FORM

To: The Claims Guys Limited, Lynnfield House, Church Street, Altrincham, Cheshire, WA14 4DZ

I/We\* hereby give notice that I/we\* cancel my/our\* Agreement with TCG including assessing the viability of, preparing, submitting and negotiating my Claim(s)\*.

(\*Delete as appropriate.)

Name(s) :

Address:

Claimant Reference:

Claim Reference(s):

(Please give the Claim Reference(s) of the Claim(s) which you wish to cancel.)

Signature(s):

(Only if this form is notified on paper.)

Date:

To exercise the right to cancel, you must inform The Claims Guys Limited of your decision to cancel this contract in a clear statement:

- **BY LETTER** or using this form and returning either document to:  
The Claims Guys, Lynnfield House, Church Street, Altrincham, Cheshire, WA14 4DZ
- **BY EMAIL:** [pba@theclaimsguys.co.uk](mailto:pba@theclaimsguys.co.uk)
- **BY TELEPHONE:** 0203 651 4545