

HADES CLAIMS

The Complete Claims Solution

A Trading division of Claims Logistics Group Ltd
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Regulated by the Ministry of Justice, Authorization Number CRM1860

CLIENT CARE/CUSTOMER INFORMATION

We are required by the Ministry of Justice, the claims industry regulator to conduct our dealing with you with honesty and integrity. I have worked in the insurance sector for over 20 years and currently hold a Certificate of Proficiency with the Chartered Insurance Institute and well as holding credit passes in the Chartered Insurance Examinations in English Law. Claims Logistics Group Ltd trading as Hades Claims is regulated by the Department of Constituent Affairs in respect of regulated claims management activities

Hades Claims is a trading name of Claims Logistics Group Ltd whom resides at Hades House, Unit 3, Old Station Road, South Bank, Middlesbrough, TS6 6AD. Tel. 01642 466700, Fax 01642 466900. The company is incorporated in England, company number : 4693150. Our business is regulated by the Ministry of Justice in respect of regulated claims management activities. Our Authorization number is CRM1860.

The company is registered for VAT purposes registration number 816 6522 27 and is also registered with the Data Commissioner for the purposes of the Data Protection Act, registration number Z8810747. Please note that we may hold personal data regarding you and your claim. We will not divulge any information held without your prior permission unless disclosure is required by law. Data held about you will only be used for the purposes of work we are carrying out on your behalf and for administration of the company. You have the right to make a formal request in writing for access to the personal data held about you, to inspect it and have it corrected if it is wrong. Once your claim is settled, your file will be electronically kept for a period of 7 years after which we will destroy your file.

We will only pursue your claim for damages if we believe that you have reasonable ground for success and that it is in your interest for doing so.

The company makes **no charges** for the services provided unless we specifically agree them with you in a contract, which we would fully explain to you separately.

In the event their services are required unless you choose otherwise we will make an informed choice for you.

You are under no obligation with the company to use these solicitors and always have the choice to use a solicitor of your choice. You have by statute six years to pursue a claim for damage to property, three years to pursue a claim for personal injury from the date of loss.

The Ministry of Justice, our regulator requires us to advise you that in the unlikely event of you having reason to complain about the handling of your case, we would prefer you to write or contact in the first instance to the person named at the top of these notes with the basis of your complaint. We shall issue a letter of acknowledgement to you upon notification and advise and confirm the complaint procedure. Your complaint may be made verbally, in writing, e-mail or other means.

We are professionally bound to advise you that we may receive a payment of a referral fee of upto £700.00 plus VAT for the referral of your case to a solicitor by us and a commission from the medical agency they employ. Notwithstanding the payment of that referral fee or commission, you remain unfettered in your choice of solicitors and we can assure you that under no circumstances whatsoever will the payment of the referral fee represent a legitimate claim against you, whether by way of deduction from damages or otherwise. The payment we receive, is a payment in lieu of our administration costs. The appointed solicitor will confirm the exact amount we receive in their correspondence to you. Should you require any further information as regards the payment of this referral fee, please contact me and further details will be provided.

We are not authorized by the Financial Services Authority.