

TERMS OF BUSINESS - PLEASE SIGN AND RETURN

DO I HAVE TO USE A CLAIMS MANAGEMENT COMPANY? NO. You have the right to make a "Dental Records Request" &/or "Medical Records Request" yourself. You also have the right to make a claim yourself and use the Dental Complaints Service if necessary which is FREE. You also have the right to seek further advice from the General Dental Council, legal firms or consumer organisations if you wish.

ARE THERE ANY RISKS INVOLVED IN MAKING A DENTAL RECORDS REQUEST? We will not charge you any fee for this service, even if you cancel your Dental Records Request &/or Medical Records Request with us (Section 4). You must consider that your Dental Records Request &/or Medical Records Request may not succeed – no enquiry to find out if you may have a claim is guaranteed. You must consider that the Dental Records Request &/or Medical Records Request is subject to processing times and procedures which cannot be quantified in advance.

1. What we will do for you

We will investigate and progress your Dental Records Request &/or Medical Records Request on a "Fee Free" basis. This means that we will not charge you. We will take steps to establish a relationship and obtain relevant information to investigate a potential claim. Where a potential claim is established, we will inform you of your options. This includes; making a claim to your Dental Practice with a third party we work with, making a claim on your own, or not making a claim. You are under no obligation to make a claim. If you decide to make a claim to your Dental Practice with a third party we work with, then you will be provided with new terms to read and sign. We will also notify you if a potential claim is not established. Where, in our opinion, the likely work involved to establish a claim isn't justified, we reserve the right to cancel this Agreement if we form this opinion at any stage of the Dental Records Request &/or Medical Records Request.

We will notify you in writing when your Dental Records Assessment is completed, that is, when it is either rejected after all stages of review have been exhausted or successful in whole or in part. By signing this document, we will keep you updated on the progress of your Dental Records Request &/or Medical Records Request at key stages via letter, email and/or text message. In cases where there is nothing new to report, we will keep you updated as a minimum every 6 months.

2. What we need you to do

- Provide all relevant information in your possession which gives evidence of a fact in the Dental Records Request &/or Medical Records Request.
- Provide us with exclusive authority to act on your behalf with the firm(s) subject to our Dental Records Request &/or Medical Records Request for the duration of the contract (to the exclusion even of you) unless you cancel.
- Not to deal directly with any firm without our knowledge that is subject to a Dental Records Request &/or Medical Records Request for which you have instructed us.
- Inform us immediately if you are contacted or receive any correspondence from the firm(s) subject to our Dental Records Request &/or Medical Records Request so that we can take appropriate action on your behalf.
- Return our documents promptly if we ask you to sign and return any paperwork.

3. Our Fees

Our service to check if you may have a potential claim is free, therefore you will have nothing to pay. If our findings reveal that you have a potential claim, and you decide to use one of our recommended third-party Solicitors, we are paid a referral fee by the receiving third-party, not you. If you would like more information on the fee, please contact us.

4. Cancelling this Agreement

You can cancel this agreement, for free, at any time during your Dental Records Request &/or Medical Records Request by phone, email or in writing.

5. Complaints Procedure

In the event of any complaint with our service, please contact us by phone, email or post at

My Claim Group, Unit 8a, Ashbrook Business Park, Manchester M22 5LB. Telephone 0800 756 3986 Email info@myclaimgroup.co.uk

We will aim to issue a Prompt Written Acknowledgement within 5 working days of receiving your complaint. We will then investigate your complaint and issue a Final Response Letter within 8 weeks. If you are still unhappy you can then have the complaint independently assessed by the Claims Management Ombudsman who can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to use the Claims Management Ombudsman, this must be done within six months of our final response to your complaint. If you would like more information about the Claims Management Ombudsman, the contact details are as follows:

Website: cmc.financial-ombudsman.org.uk | Telephone: 0800 023 4567

My Claim Group is a Trading name of The Claims Protection Agency Limited. The Claims Protection Agency Limited is Authorised and Regulated by the Financial Conduct Authority: FCA No: 836470.

PLEASE SIGN BELOW TO ACCEPT OUR TERMS & CONDITIONS

APPLICANT 1

X

Signed.....

Date.....

APPLICANT 2

X

Signed.....

Dated.....