



# Simple Claims Assistance

THE COMPLEX MADE CLEAR

**You followed advice about your pension and investments.**

**You lost money as a result.**

**Confused over the options available to you?**

**We are here to help.**



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## *Simple Claims Assistance*

Our purpose is to obtain compensation for clients who have lost money by investing in alternative, non-standard investments through SIPPs (Self Invested Personal Pensions).

You might have lost money because the investment has failed, your pension has gone down in value, or due to the high fees you had to pay for the advice you received.

We seek compensation from Financial Advisers and SIPP Providers, which are regulated by the FCA (Financial Conduct Authority). These complaints are often resolved by the Financial Ombudsman Service. Alternatively, if they are no longer in business, we seek compensation through the Financial Services Compensation Scheme (FSCS).

## *What's gone wrong?*

Over the last decade, more than 45,000 people, just like you, were unhappy with their pensions, having moved billions of pounds into different kinds of pension scheme. More often than not, people took advice from regulated financial advisers, with the help of specialist pension providers. But this financial advice was flawed.

### **Investments**

Clients were encouraged to invest in 'non-standard' investments promising high returns, like property development schemes, hotel rooms, forestry and farmland or shares in private companies. These are high-risk investments that aren't suitable for most people's pensions. And in many cases the amount taken out in fees and management charges meant they could never succeed.

### **Financial Advisers**

Financial Advisers (FAs) may often have been involved in the process, advising on opening a new form of pension such as a SIPP, as a means of enabling the investment. They often helped to arrange for clients to transfer funds from existing pensions into the SIPP.

### **SIPP Providers**

The specialist SIPP Providers were sometimes either complicit in this wrong-doing or were culpably negligent. They routinely charged excessive fees to open the new pension and then continued (and still continue) to charge excessive annual management fees, even though they knew all along that the advice to open the pension was flawed.

## *What can I do?*

If a Financial Adviser recommended that you move your original pension into a different arrangement, and those funds were placed in a high-risk investment, then it's very likely you have a strong claim to investigate.

You might also be able to make a claim against the SIPP provider for failing to make the proper checks on the advice you were given and the high-risk investment you made.

Rest assured, we can do all of this for you. We'll put together the background paperwork, establish what happened and who is liable. We will then compile your claim and submit this to you for approval. Once you are happy we will submit your claim for compensation to the appropriate party.

To get started, all you need to do is give us a call.

## *How much could I get?*

Compensation is generally the amount necessary to put you back in the same position as if you had never opened the SIPP.

The Financial Ombudsman Service has an upper limit of £150,000.

The Financial Services Compensation Scheme has a limit of £50,000 per claim, so if your claim against your Financial Adviser and SIPP Provider both went to the FSCS, the maximum could be up to £100,000.

## How it works?

### 1. Assessment

We'll talk to you about what happened, read through any paperwork you've supplied, and provide feedback. *Simple Claims Assistance* will give you an honest assessment of whether you have a claim and to what extent.

### 2. Preparation

We'll gather the information we need and work out the best way to make your case to your financial adviser, pension company or the regulator. We'll put together your legal argument supporting it with the relevant evidence. And fill in those dreaded forms!

You will need to sign letters of authority for the connected third parties, which will enable us to acquire any evidence you may not have in your own records.

### 3. Submission and claim management

*Simple Claims Assistance* will, where applicable, submit the claim to the relevant Financial Adviser and/or SIPP Provider, and then potentially to the Financial Ombudsman Service. Where the firm is no longer regulated and may have ceased trading we will submit your claim directly to the Financial Services Compensation Scheme.

We'll proactively manage the process by being the point of contact for you between any Financial Advisers, pension companies and any government bodies/organisations – helping you answer any of their questions.

We will regularly check the status of your case and provide you with updates.

#### 4. A successful claim

On success, either your pension or you as an individual will receive the gross compensation. Only then will we invoice you as per our Terms of Engagement.

### *How much does it cost?*

We only charge you if we're successful in getting you compensation for your loss.

We charge what is known as a 'conditional fee', because it is only paid on the condition that you receive money back.

The percentage we charge is 18% inclusive of VAT, so the fee is dependent on how much our service recovers for you.

Below are some typical examples of the fees charged on different levels of awards.

<b>Possible Award</b>	<b>£20,000</b>	<b>£35,000</b>	<b>£50,000</b>
Conditional fee percentage inclusive of VAT	18%	18%	18 %
Total Fee	£3,000	£5,250	£7,500
Net received	£17,000	£29,750	£42,500

## *Important Information.*

You can make a claim to the Financial Ombudsman Service, the Pension Ombudsman and the Financial Services Compensation Scheme without going through a claims company like us.

Your claim might be just as successful as it would be by using a claims company, so please think about whether you would like to make a claim on your own before you ask us to act for you.

## What to do next?

### Contract

If you would like to go ahead, you'll need to sign a contract with *Simple Claims Assistance Ltd*. We've tried to make our contract and fees as clear as we can, but we're always on hand to help if you have any questions.

When you've signed the contract, you have 14 days to cancel without any penalty whatsoever.

### Start the process

We will complete a questionnaire with you providing the necessary information to start assessing your case.

We will send you a Welcome Pack and reply-paid parcel bag enabling you to send us all the documents you still have in your possession in relation to your claim. We will also send the relevant letters of authority to sign and return so that we can approach third parties on your behalf to obtain further evidence.

Contact us by phone or email



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