Pre-contract Service Summary

Wellbeing Services Limited | FCA firm reference number: 689147

What we will do

We will review your loan or credit-card borrowing, request relevant information from lenders, assess whether an unaffordable-lending complaint has merit, submit and pursue complaints on your behalf, and explain the outcome. We cannot guarantee compensation.

What you need to do

Provide accurate information and relevant documents, sign letters of authority, tell us about existing debts with the lender and any previous complaints or representatives, and respond to reasonable requests promptly.

Keeping you updated

We will keep you updated regularly on the progress of your claim, including when there is a material development such as a lender response, offer or referral to the Financial Ombudsman Service. We will provide a progress update at least once every six months while your claim remains open, even if there has been no material development. You can also request an update by telephone or email.

Our fee — no win, no fee

If your claim succeeds, our fee is calculated on the total gross redress awarded (cash plus any reduction of debt), before any lender set-off. We charge 28% for awards below £10,000; 25% for £10,000–£24,999; 20% for £25,000–£49,999; and 15% for £50,000 or more, always subject to the lower applicable FCA percentage and monetary cap. No VAT is currently charged.

Five illustrations (all amounts in pounds; fee includes £0 VAT)

Gross redress	Cash / debt reduction	Our fee	Cash left after fee
£1,300	£1,300 / £0	£364 (28%)	£936
£3,000	£1,500 / £1,500	£840 (28%)	£660
£10,000	£2,500 / £7,500	£2,500 (25%)	£0
£25,000	£25,000 / £0	£5,000 (20%)	£20,000
£50,000	£50,000 / £0	£7,500 (15%)	£42,500

These are illustrations, not estimates of what you will recover. Your actual fee may be higher or lower. A debt reduction is a benefit but not cash paid to you. If redress is used to reduce what you owe, you may need to pay our fee from your own funds; we will work with you on affordable instalments where appropriate.

Cancellation and ending the agreement

You may cancel within 14 days of entering the agreement without charge, by phone, email or in writing. You may terminate at any time after that. Under our stated terms, no termination fee is charged if you end the agreement before a successful outcome; a fee may be due where you have accepted an offer of redress following our work. Please read the full agreement for the fee trigger and termination terms.

You can complain for free

You do not need a claims management company. You can complain directly to the lender for free and, if eligible and unresolved, take your complaint to the Financial Ombudsman Service for free. You may also seek other independent advice.

Contact: 9 Lambert Park Road, Hedon, Hull HU12 8HF | 0800 246 1361 | wellbeingservices@live.co.uk