CLAIMS MANAGEMENT PARTNERSHIP LLP
272 BATH STREET, GLASGOW, G2 4JR WWW.CMPLLP.COM TEL: 0800 6522095
EMAIL: ENQUIRIES@CLAIMSMANAGEMENTPARTNERSHIP.CO.UK

FAQs – Frequently Asked Questions

What do we mean by General Investments?

These are products like bonds, investment funds, equity ISAs, unregulated collective investment schemes (UCIS's) or other investment backed savings products where you invest a lump sum or deposit regular savings with a view to getting a return.

Thousands of people have invested their life savings into investment products like these on the advice of banks and personal financial advisers. Many of these people have lost significant sums of money, especially if they invested prior to the 2008 financial crisis.

The FCA guidance states that consumers should receive advice which is "clear, fair and not misleading". Advice given to consumers should always be transparent and consistent with your investment objectives and personal circumstances.

If the advice you received was not suitable and did not meet the above criteria, you may have a claim.

Mis-Sold Investments

Being mis-sold an investment or savings product is not a straightforward issue. It may be years before you discover there is a problem.

Our clients are typically not wealthy people, but those who have worked hard to build up a sum of money they wish to invest for their future. Elderly people who have retired and received lump sums or bereaved individuals who have inherited a sum of money from family or friends.

What they all have in common is that they have been given unsuitable advice to risk their savings when it may not have been appropriate to do so.

If you took advice from your bank or financial adviser and feel that the advice you received did not match your objectives or personal circumstances, you may well have been mis-sold your investment.

Has Your Investment Been Mis-Sold?

Think about the point when you were advised to take out the investment. At the time of sale, did the financial adviser or sales person you were talking to:

- Ask you what your attitude to risk was?
- Ask you what the objective for your investment was? Were you asked whether your objective was growth or income and what your target value was?
- Take you through what you would do as an alternative if your investment did not deliver or perform as expected?
- Consider what your investment experience was - i.e. consider whether you were new at this or a seasoned investor who knew what they were doing?
- Take you through and discuss alternative products with you?
- Explain the advantages and disadvantages and any penalties relating to the product you were buying in full to you? Did you actually understand what you were signing up to?
- Discuss the implications of long term investment if your health was poor or you are elderly?
- When making the investment, invest a high percentage of your savings and leave you with only a small cash reserve for emergencies?
- Give you any advice about repaying any loans or mortgages before you made your investment?
- Ask you if you have an emergency fund? This is a crucial part of any investment decision that involves a fixed term investment. There are often heavy financial penalties for accessing the investment before maturity.

If any of the above points apply to you and you feel that you may have a claim for a mis-sold investment, then please contact us straight away.

Even if the firm that advised you to take out your investment is no longer in business, the Financial Services Compensation Scheme (FSCS) may cover you. This scheme was set up to provide compensation for customers of companies who cannot pay compensation.

What Can You Do To Reclaim Mis-Sold Investments?

You can either, claim on your own or you can use a specialist like CMP to help. We can't guarantee a pay-out for you or get more money than you would if you claim on your own, or that we can handle the claim faster.

What we can guarantee is a professional, straight forward, honest service which is hassle free for you. We will use our knowledge and specific expertise to ensure your claim has the best possible chance of being successful.

Who Pays The Compensation?

Most of the cases we represent are presented to the Financial Services Compensation Scheme (FSCS) in a bid to reclaim money lost by investors who suffered negligent advice or were unaware of the full facts before making their investment.

The FSCS is a free service, therefore you can make a claim for compensation yourself.

The FSCS protects consumers when financial services firms fail or go bust. It's the compensation scheme for customers of UK authorised financial services firms and is often referred to as the fund of last resort for individual investors.

FSCS protects the following:

- Deposits
- Investment business,
- Home finance (for business from 31 October 2004),
- Insurance policies, and
- Insurance broking for business from 14 January 2005. We also protect connected travel insurance where companies such as travel firms and holiday providers sell the policy alongside a holiday or other related travel for business from 1 January 2009

The FSCS has set compensation limits dependent on when the firm you are claiming against was declared as in default:

- Up to £85,000 for firms which failed after 1st April 2019
- Up to £50,000 for firms which failed between 1st January 2010 - 31st March 2019
- Up to £48,000 for firms which failed prior to 1st January 2010

What If The Firm Is Still Trading?

If the broker or your advisor is still trading any complaint must be made directly to the firm. There are regulatory procedures and timeframes the firm must adhere to when dealing with any complaint.

If you are unhappy with the final decision, your complaint can be referred to the Financial Ombudsman Service (FOS).

If you are unsure whether you have valid reasons for a complaint, call us today and we will quickly establish if there is basis for a claim.

FAQs – Frequently asked questions

What are Stocks and Shares?

Shares, also known as stocks or equities, are the unit of investment in individual companies. They have a nominal value, for example 5p, which when multiplied by the total number of shares issued forms the issued share capital.

The nominal value bears no resemblance to the market price or value of the investment, which will rise or fall according to the laws of supply and demand, driven by the attractiveness of the company and its performance.

In the UK Stocks and shares are typically traded on the London Stock Exchange (LSE). The LSE is the primary exchange in the UK and is the largest in Europe. The LSE consists of a number of different Indexes including the famous FTSE 100 which lists the UK's top 100 companies offering investors strong investments with relatively low volatility to the Alternative Investment Market (AIM) which primarily lists smaller companies which typically carry a higher degree of risk and can be significantly more volatile than their main market counterparts.

Over the last 20 years there has been a number of high profile cases involved with the mis-selling of stocks and shares to UK Investors. Firms such as:

- City Equities Limited
- Sky Capital UK Limited
- Wills & Co Stockbrokers Limited
- Bridge Hall Stockbrokers Limited
- Pacific Continental Securities UK Limited
- Merchant Capital limited
- Direct Sharedeal Limited
- CFT Financial Limited

Have all been declared as being in default by the FSCS so if you were mis-sold any of your investments by these firms we may be able to help.

Many investors had very little investment knowledge or prior experience and relied entirely on the advice of their broker when making investment decisions. Many of these investors lost their entire life savings based on advice which did not match their investment objectives or suit their own personal circumstances.

Have You Been Mis Sold?

Mis-selling claims can arise for a number of reasons;

- Firm was trading as principal but failed to disclose this
- The risks involved with these types of investments were not adequately explained
- Firm failed to properly assess your financial circumstances

- Shares that were recommended were unsuitable for you
- Your broker gave you false or misleading information

What Can You Do To Reclaim Mis-Sold Stocks and Shares?

You can either, claim on your own or you can use a specialist like CMP to help. We can't guarantee a pay-out for you or get more money than you would if you claim on your own, or that we can handle the claim faster.

What we can guarantee is a professional, straight forward, honest service which is hassle free for you. We will use our knowledge and specific expertise to ensure your claim has the best possible chance of being successful.

Who Pays The Compensation?

Most of the cases we represent are presented to the Financial Services Compensation Scheme (FSCS) in a bid to reclaim money lost by investors who suffered negligent advice or were unaware of the full facts before making their investment.

The FSCS is a free service, therefore you can make a claim for compensation yourself.

The FSCS protects consumers when financial services firms fail or go bust. It’s the compensation scheme for customers of UK authorised financial services firms and is often referred to as the fund of last resort for individual investors.

FSCS protects the following:

- Deposits
- Investment business,
- Home finance (for business from 31 October 2004),
- Insurance policies, and
- Insurance broking for business from 14 January 2005. We also protect connected travel insurance where companies such as travel firms and holiday providers sell the policy alongside a holiday or other related travel for business from 1 January 2009

The FSCS has set compensation limits dependent on when the firm you are claiming against was declared as in default:

- Up to £85,000 for firms which failed after 1st April 2019
- Up to £50,000 for firms which failed between 1st January 2010 - 31st March 2019
- Up to £48,000 for firms which failed prior to 1st January 2010

What If The Firm Is Still Trading?

If the broker or your advisor is still trading any complaint must be made directly to the firm. There are regulatory procedures and timeframes the firm must adhere to when dealing with any complaint.

If you are unhappy with the final decision your complaint can be referred to the Financial Ombudsman Service (FOS).

If you are unsure whether you have valid reasons for a complaint to the firm call us today and we will quickly establish if there is basis for a claim.

FAQs – Frequently asked questions

Pensions

Your pension may be perhaps the most important part of your overall personal finances. We all want to be able to live a comfortable life in our retirement.

Unfortunately in recent years there has been a marked increase in the number of pension products that were mis-sold to consumers. This means that many individuals did not receive the returns they had expected.

Has Your Pension Been Mis-Sold?

Were You mis-sold some or all of the investments within your personal pension/SIPP/SSAS, such as unregulated collective investment schemes (UCIS), these funds are typically linked to high risk, property investments.

Such investments should only have ever been promoted to a small proportion of the population who would be classed as ‘experienced’ investors. If you don’t fall into this category, you may be due financial redress.

Did You Purchase an annuity (this is when you invest you pension savings, in an income for life). Such annuities take account of various factors, including your age and health. If your annuity provider did not take full account of your health at the time, you may be entitled to financial redress.

Who Pays The Compensation?

Most of the cases we represent are presented to the Financial Services Compensation Scheme (FSCS) in a bid to reclaim money lost by investors who suffered negligent advice or were unaware of the full facts before making their investment.

The FSCS is a free service, therefore you can make a claim for compensation yourself.

The FSCS protects consumers when financial services firms fail or go bust. It’s the compensation scheme for customers of UK authorised financial services firms and is often referred to as the fund of last resort for individual investors.

FSCS protects the following:

- Deposits
- Investment business,
- Home finance (for business from 31 October 2004),
- Insurance policies, and
- Insurance broking for business from 14 January 2005. We also protect connected travel insurance where companies such as travel firms and holiday providers sell the policy alongside a holiday or other related travel for business from 1 January 2009

The FSCS has set compensation limits dependent on when the firm you are claiming against was declared as in default:

- Up to £85,000 for firms which failed after 1st April 2019
- Up to £50,000 for firms which failed between 1st January 2010 - 31st March 2019
- Up to £48,000 for firms which failed prior to 1st January 2010

What If The Firm Is Still Trading?

If the broker or your advisor is still trading any complaint must be made directly to the firm. There are regulatory procedures and timeframes the firm must adhere to when dealing with any complaint.

If you are unhappy with the final decision your complaint can be referred to the Financial Ombudsman Service (FOS).

If you are unsure whether you have valid reasons for a complaint to the firm call us today and we will quickly establish if there is basis for a claim.

FAQs – Frequently asked questions

Mortgages

Borrowers who had an adverse credit rating resulting from a CCJ, mortgage arrears or other default were often sold sub-prime mortgages by mortgage brokers.

The products often had hefty fees and high reversion rates as well as heavy redemption penalties. It was common for borrowers to feel that because they had a poor credit rating, a sub-prime mortgage was their only option.

Mortgage brokers selling these products were rewarded with large commissions or procuration fees by the lenders. These products were often mis-sold as borrowers may have qualified for more appropriate products that they could have obtained from high street lenders at a lower rate.

Self-certification mortgages were also mis-sold to borrowers who were able to verify their income. Brokers pushed this product as they received high procuration fees and also because of the speed at which the product was sold as lenders did not make the usual checks on a borrower's status. Instead, borrowers were advised by mortgage brokers, to self-certify and in some cases inflate their income in order to qualify for a mortgage.

Other reasons that the advice that was given to you at the time you took out your mortgage may have been unsuitable are:

- Borrowers were advised to take a mortgage beyond retirement with no real means to continue to repay it.
- There was a real lack of clear advice in relation to interest only mortgages about having a plan in place to repay the mortgage amount at the end of the term.
- Mortgage products where the initial rating period did not suit the borrower's individual circumstances were offered.
- There were instances of failure to offer borrowers a range of mortgage products and provide assistance in deciding which was best for their individual circumstances.
- Excessive fees may have been charged by the broker.
- The broker failed to carefully assess the borrower's ability to pay the mortgage in the future after the initial rate expired.

Even if the company that advised you to take out your mortgage is no longer in business, the Financial Services Compensation Scheme (FSCS) may cover you.

This scheme was set up to provide compensation for customers of companies who cannot pay compensation. If your policy was taken out on or after 1st November 2004, then you may be covered by this scheme.

What Can You Do To Reclaim Mis-Sold Mortgages?

You can either, claim on your own or you can use a specialist like CMP to help. We can't guarantee a pay-out for you or get more money than you would if you claim on your own, or that we can handle the claim faster.

What we can guarantee is a professional, straight forward, honest service which is hassle free for you. We will use our knowledge and specific expertise to ensure your claim has the best possible chance of being successful.

Who Pays The Compensation?

Most of the cases we represent are presented to the Financial Services Compensation Scheme (FSCS) in a bid to reclaim money lost by investors who suffered negligent advice or were unaware of the full facts before making their investment.

The FSCS is a free service, therefore you can make a claim for compensation yourself.

The FSCS protects consumers when financial services firms fail or go bust. It's the compensation scheme for customers of UK authorised financial services firms and is often referred to as the fund of last resort for individual investors.

FSCS protects the following:

- Deposits
- Investment business,
- Home finance (for business from 31 October 2004),
- Insurance policies, and
- Insurance broking for business from 14 January 2005. We also protect connected travel insurance where companies such as travel firms and holiday providers sell the policy alongside a holiday or other related travel for business from 1 January 2009

The FSCS has set compensation limits dependent on when the firm you are claiming against was declared as in default:

- Up to £85,000 for firms which failed after 1st April 2019
- Up to £50,000 for firms which failed between 1st January 2010 - 31st March 2019
- Up to £48,000 for firms which failed prior to 1st January 2010

What If The Firm Is Still Trading?

If the broker or your advisor is still trading any complaint must be made directly to the firm. There are regulatory procedures and timeframes the firm must adhere to when dealing with any complaint.

If you are unhappy with the final decision your complaint can be referred to the Financial Ombudsman Service (FOS).

If you are unsure whether you have valid reasons for a complaint to the firm call us today and we will quickly establish if there is basis for a claim.

FAQs – Frequently asked questions

What is an Endowment Mortgage?

This is actually an interest-only mortgage that is linked to an investment product. Millions of these were sold across the UK and many, unfortunately, fell far short of their expected return.

It is likely that at the time you were sold the endowment mortgage, you were told that the endowment policy will pay off at the end of its term and not only that, you would get an additional lump sum payment on top.

Unfortunately for millions of customers, not only was there no lump sum payment, the endowment was not enough to pay off the mortgage.

Mis-Sold Endowment Mortgages

Your advisor should have warned you that the endowment may not grow enough for you to be able to pay off your mortgage or provide an additional lump sum by the end of the term of the policy. You should have been provided with information that was clear, fair and not misleading.

Please Note: You can only complain about how your endowment mortgage was sold to you. You cannot complain about the performance of your investment.

Could You Have A Claim?

Holders of endowment mortgages were told that they had to make their complaint within 3 years of receiving their first warning letter from the company that sold the policy or within 6 months of receiving their second warning letter, whichever was received last. If you have not received one of these letters, your claim is unlikely to be time-barred and you could have a claim.

Even if your policy has matured or you have surrendered it, you can still complain if your policy was originally mis-sold to you and you have suffered any loss as a result of this.

Even if the company that sold you the Endowment Mortgage is no longer in business, the Financial Services Compensation Scheme (FSCS) may cover you. This scheme was set up to provide compensation for customers of companies who cannot pay compensation. If your policy was taken out on or after 28th August 1988, then you may be covered by this scheme.

What Can You Do To Reclaim Mis-Sold Endowments?

You can either, claim on your own or you can use a specialist like CMP to help. We can't guarantee a pay-out for you or get more money than you would if you claim on your own, or that we can handle the claim faster.

What we can guarantee is a professional, straight forward, honest service which is hassle free for you. We will use our knowledge and specific expertise to ensure your claim has the best possible chance of being successful.

Who Pays The Compensation?

Most of the cases we represent are presented to the Financial Services Compensation Scheme (FSCS) in a bid to reclaim money lost by investors who suffered negligent advice or were unaware of the full facts before making their investment.

The FSCS is a free service, therefore you can make a claim for compensation yourself.

The FSCS protects consumers when financial services firms fail or go bust. It's the compensation scheme for customers of UK authorised financial services firms and is often referred to as the fund of last resort for individual investors.

FSCS protects the following:

- Deposits
- Investment business,
- Home finance (for business from 31 October 2004),
- Insurance policies, and
- Insurance broking for business from 14 January 2005. We also protect connected travel insurance where companies such as travel firms and holiday providers sell the policy alongside a holiday or other related travel for business from 1 January 2009

The FSCS has set compensation limits dependent on when the firm you are claiming against was declared as in default:

- Up to £85,000 for firms which failed after 1st April 2019
- Up to £50,000 for firms which failed between 1st January 2010 - 31st March 2019
- Up to £48,000 for firms which failed prior to 1st January 2010

What If The Firm Is Still Trading?

If the broker or your advisor is still trading any complaint must be made directly to the firm. There are regulatory procedures and timeframes the firm must adhere to when dealing with any complaint.

If you are unhappy with the final decision your complaint can be referred to the Financial Ombudsman Service (FOS).

If you are unsure whether you have valid reasons for a complaint to the firm call us today and we will quickly establish if there is basis for a claim.

FAQs – Frequently asked questions

What is a Pension Mortgage?

It is an interest-only mortgage that is supported by a personal pension. These were sold mainly in the 1980s and 1990s as a "cheaper" way to repay a mortgage by combining the cost of retirement planning and the mortgage into a single financial product.

Only 25% of the personal pension can be used to repay the mortgage or loan, the pension fund needed to be more than 4 times the amount of the mortgage to repay the mortgage in full.

Mis-Sold Pension Mortgages

If your adviser recommended a pension mortgage to you, it may have been unsuitable advice because:

- It is an investment-backed pension with a risk of a shortfall when you retire and are not in a position to do anything about it.
- All your eggs are placed in the same basket.
- Attaching the date of your mortgage repayment to the date of your retirement is inflexible and if there was a shortfall when you retired, you would have to find another means of repaying your mortgage at a time when money is short anyway.
- The mortgage would run for long in excess of the standard 25-year term which could increase your overall cost in terms of interest.

Even if the company that advised you to take out your mortgage is no longer in business, the Financial Services Compensation Scheme (FSCS) may cover you. This scheme was set up to provide compensation for customers of companies who cannot pay compensation.

What Can You Do To Reclaim Mis-Sold Pension Mortgages?

You can either, claim on your own or you can use a specialist like CMP to help. We can't guarantee a pay-out for you or get more money than you would if you claim on your own, or that we can handle the claim faster.

What we can guarantee is a professional, straight forward, honest service which is hassle free for you. We will use our knowledge and specific expertise to ensure your claim has the best possible chance of being successful.

Who Pays The Compensation?

Most of the cases we represent are presented to the Financial Services Compensation Scheme (FSCS) in a bid to reclaim money lost by investors who suffered negligent advice or were unaware of the full facts before making their investment.

The FSCS is a free service, therefore you can make a claim for compensation yourself.

The FSCS protects consumers when financial services firms fail or go bust. It's the compensation scheme for customers of UK authorised financial services firms and is often referred to as the fund of last resort for individual investors.

FSCS protects the following:

- Deposits
- Investment business,
- Home finance (for business from 31 October 2004),
- Insurance policies, and
- Insurance broking for business from 14 January 2005. We also protect connected travel insurance where companies such as travel firms and holiday providers sell the policy alongside a holiday or other related travel for business from 1 January 2009

The FSCS has set compensation limits dependent on when the firm you are claiming against was declared as in default:

- Up to £85,000 for firms which failed after 1st April 2019
- Up to £50,000 for firms which failed between 1st January 2010 - 31st March 2019
- Up to £48,000 for firms which failed prior to 1st January 2010

What If The Firm Is Still Trading?

If the broker or your advisor is still trading any complaint must be made directly to the firm. There are regulatory procedures and timeframes the firm must adhere to when dealing with any complaint.

If you are unhappy with the final decision your complaint can be referred to the Financial Ombudsman Service (FOS).

If you are unsure whether you have valid reasons for a complaint to the firm call us today and we will quickly establish if there is basis for a claim.