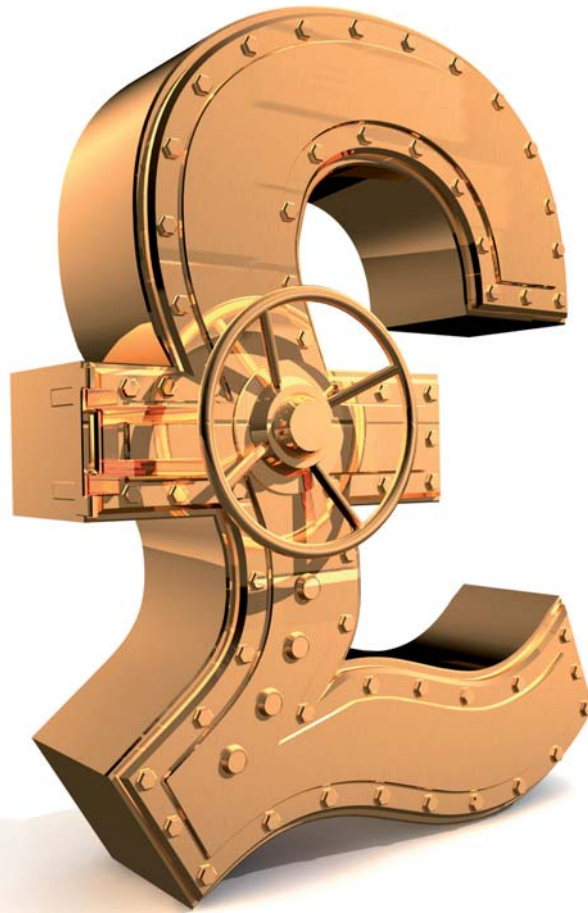


Client Money Protection Explained



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Q. My Letting Agent tells me he has Client Money Protection. What does that mean?

A. It means that should the agent misappropriate your rent, deposit or other funds the insurer of the scheme will consider a claim to compensate you. This operates in the same way as the ABTA Bond for your holiday.

Q. Are there any limits to this cover?

A. NFOPP through their scheme will compensate a landlord or tenant up to a limit of £25k. However, landlords are limited to a maximum of 3 months rent. The total payable in respect of a member company would be £500,000. In any one year the scheme has a limit of £3million.

Q. How do I make a claim?

A. All you are required to do in the first instance is contact the Regulation Department by e-mailing regulation@nfopp.co.uk

Q. What will happen next?

A. You will be asked for evidence of your claim to be submitted, in writing with details of the claim along with supporting evidence. Evidence of a tenant's deposit for example could be a tenancy agreement and a deposit protection certificate, if appropriate. Evidence from a landlord claiming rent had been paid but not passed on would be a bank statement from a tenant showing payment to the agent along with your own bank statements showing previous payment made and stopping to match the tenant's statements. This is not an exclusive list of supporting documents.

Q. Will I need to be able to prove fraud?

A. No. You only require proof that you have not received monies to which you were legally entitled.

Q. Can I check that my agent's claim of belonging to the Client Money Protection Scheme is genuine?

A. Go to www.arla.co.uk or www.naea.co.uk and carry out a search under the find a member section or e-mail regulation@nfopp.co.uk

Q. How long will my claim take?

A. This will depend on the information required by the insurer and the loss adjuster and perhaps even require liaison with an administrator, receiver or liquidator appointed to wind up the agents business. NFOPP will endeavour to get this completed as quickly as possible but it is not always within their control.

Q. My Agent claims he has spent my rent upgrading my property. Is this possible?

A. This is possible depending on your Terms and Conditions of Business with your agent, but you should be provided with copies of the appropriate receipts by the agent.

Q. My agent tells me the landlord is claiming my deposit for damages. Is this covered?

A. In the first instance you should contact the Tenancy Deposit Protection Scheme with which your deposit is registered to check what they think is the current status of your deposit.



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