

Barclays Payment Protection Insurance (PPI) Questionnaire Guidance Notes

Why should I complete the PPI Questionnaire?

The questionnaire is designed to make it as easy as possible for you to submit your claim regarding the possible mis-sale of PPI. The form will help you organise and write down the main facts of your case and assist us with assessing your claim more thoroughly. It may be helpful if you have any relevant documentation available with you when completing the questionnaire, for example policy documents, credit card statements or credit agreements.

Do I need to complete the PPI Questionnaire?

You do not need to complete a questionnaire to have your claim investigated. However, completing the form will allow us to reach a decision more quickly. The absence of a questionnaire may require us to contact you for additional details which may cause a delay in resolving your claim.

If you are claiming about the mis-selling of your PPI for more than one product or more than one policy, for example if you have multiple loans or credit cards or if you have a loan and a credit card, you will need to complete a separate questionnaire for each product or each PPI policy, or you can also complete the additional supplement section which is available on our website. This allows us to thoroughly investigate each of your claims.

How long should I expect to wait before I hear about my claim?

We will write to you to acknowledge your initial claim within 5 working days of receiving it. We may contact you again for further information and we will then write to you within 8 weeks with a decision. Please note there may be exceptions to this timeline depending upon the information that is available to us and the nature of each individual claim.

How to complete the Questionnaire

Section (a) Q1 - Q4	About you This section is where you give us your personal details. Completing this section will help us to locate your account and PPI details. Please also use this section to tell us if you have changed your name or address since taking out your PPI as well as your preferred contact details and the best time to contact you. We will use these to get in touch with you if we need to discuss anything further and to keep you updated.
Section (b) Q5 - Q8	About the money you borrowed This section is where you tell us about the reason for the borrowing, for example to buy a new car or to pay for home improvements. Please try to provide as much detail as possible.
Section (c) Q9 - Q13	About the sale of PPI This section is where you tell us about the PPI policy you are asking us to investigate to include how it was sold to you, why you believe you were mis-sold PPI including anything you can remember about taking out PPI. For example: Did you know PPI was optional? Were the cost, benefits and terms of the insurance explained to you? Please try to provide as much detail as possible about the sale to support your claim.
Section (d) Q14 - Q18	About your personal circumstances This section is where you tell us about the personal circumstances of you and your partner (if applicable) when you took out the policy. Please fill in this section with as much information as possible. This allows us to understand if you were eligible for the policy and if the policy was suitable for you and your partner.
Section (e)	Your declaration Please sign and date this section to confirm you have provided your bank details and included everything you want to tell us about the claim. It is important that the questionnaire is signed and dated. When signing the questionnaire you are authorising us to deal with the PPI claim. By signing you are also authorising us to perform any required name and address checks as part of the investigation into your claim, and where applicable authorise your appointed third party / parties to represent you in this claim.

What to do when the Questionnaire is completed

Please return the completed questionnaire to **Barclays PPI Dept, Leicester, LE87 2BB**. Before posting, you may wish to take a copy of your completed form for your own records.

Claims Management Company (CMC)

You can make your claim directly to us and don't need to use a claims management company (CMC). A CMC will typically charge an up-front fee or take a proportion of any final payment you may be due. We will assess all claims sent directly to us in exactly the same way that we treat claims sent in by a CMC. Your claim will not be dealt with differently or quicker by using a CMC.

If you have nominated a CMC or any third party to act on your behalf, you will need to settle any fees or charges with them directly. Please ensure you refer to the terms of your agreement with them.

For independent guidance on how CMC's work, please visit the Which? website below:

<http://www.which.co.uk/money/insurance/guides/claims-management-companies/>