

MOVER PROTECTION CLAIM GUIDE

STEP ONE

- Read through the information provided at the top of the Claim Form as well as the Refund Guidelines to establish whether you are eligible to make a claim. Once you are ready to make a claim you can move onto completing the form.

STEP TWO

- In order to make a claim you must provide us with your reference number. This will be;
 - A 6 digit number – Provided in the confirmation email you received when instructing Lifetime Legal.
 - Or
 - An 8 digit number – Starting with 600 received from Lifetime Legal upon activating your membership.

STEP THREE

- Fill in your details, your name, telephone number and email address. Please also provide the address of the property that you would like any postal correspondence to be sent to.

Once this is complete you can move onto the next section.

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STEP FOUR

- Choose your transaction type, this could be a sale, a purchase or both. Please provide the address or addresses of the property you are buying or selling. Once this is complete you can move onto the next section.

Property Details

Transaction - type

—Please choose an option—

—Please choose an option—

Sale

Purchase

Sale and Purchase

STEP FIVE

- Please provide a brief explanation of why the sale or purchase of the property has fallen through, you can refer to the refund guidelines to assess whether your claim will be accepted.

Transaction - type

Sale

Sale Property - Details

Sale: House Name or Number

Sale: Street Name

Sale: City

Sale: Post Code

Reason(s) for fall-through

Please provide a brief overview

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STEP SIX

■ In order for us to process your claim we require a few documents as standard, which in this section you are asked to upload.

Under the corresponding heading choose a file from your device to upload it to your claim. These documents are used as evidence when assessing your claim and without this supporting information your claim will not be processed.

Please attach the following

A copy of the sales memo

Choose file No file chosen

A copy of sales particulars

Choose file No file chosen

Written confirmation from your estate agent that states the reason for the fall through

Choose file No file chosen

Written confirmation from your estate agent whether property remains on market

Choose file No file chosen

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STEP SEVEN

- Please provide the value of the items that you want to claim for and then upload your supporting evidence. This will be the corresponding invoice or receipt.

Once all of the relevant fields are complete you can move onto the last section.

Legal Fees - Category limit £250

Cost (£)

Please leave blank if not claiming anything under this section.

Remember to attach your paid invoices.

No file chosen

Mortgage Broker Fees - Category limit £500

Cost (£)

Please leave blank if not claiming anything under this section.

Remember to attach your paid invoices & broker confirmation

No file chosen

Search Fees - Category limit £300

Cost (£)

Please leave blank if not claiming anything under this section.

Remember to attach your paid invoices.

No file chosen

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STEP EIGHT

- The last step is to select how you were originally referred to us, this will either be through your estate agent or the mortgage advice bureau. Please read through our terms and conditions before accepting.

You will be asked to enter your full name as a confirmation you are agreeing to our terms and conditions.

Once completed press the submit button.

Once your claim submission has been processed you will see a confirmation message.

Check and Submit

Submit - Claim Form

Should we need more information, we'll reach out to you via email or phone call.

lifetime legal

Full terms and conditions at: www.lifetimelegal.co.uk/terms