



140200088500010003

TEL: 03444 812 812*

REF: [REDACTED]



2 December 2019

Dear [REDACTED]

Your reference: [REDACTED]

Cardholder: [REDACTED]

With reference to Acct No: [REDACTED]

Thank you for your recent enquiry in relation to Payment Protection Insurance (PPI). Please note that in response to Financial Conduct Authority (FCA) requirement, we've treated your enquiry as a PPI complaint and enclose our final response.

We take all complaints of this manner very seriously and we have reviewed the documentation and call records, where applicable, relating to the sale of PPI.

As a result of our investigation, we are upholding the complaint and will be making a redress payment. The redress includes all premiums, any charges incurred as a result of the PPI, associated interest and 8% statutory interest.

~~Basic rate income tax at 20% has been deducted from the 8% statutory interest element, as required by HM Revenue and Customs.~~

We can confirm the total redress payment for this complaint is £2600.44, this consists of:

£245.91	PPI Premiums
£0.00	Charges
£1484.53	Associated interest
£1087.49	8% interest
-£217.49	Tax (on the 8%)

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