

Shop Direct Finance Company Limited

Private and confidential

27 November 2019

Reference: [REDACTED]

Account Number: [REDACTED]

Important information about your Very Payment Protection Insurance (PPI)

Dear [REDACTED]

We wrote to you on 21 October 2019 to confirm the findings of our investigation have enabled us to uphold your complaint regarding the sale of PPI on your Very home shopping account.

We have now completed the calculation of your redress, and this is outlined below.

In order to resolve the matter to your satisfaction, we have calculated the following refund to restore you to the financial position you would have been in had PPI not been applied to your account.

In doing so, we wish to offer you a refund of premiums paid for your PPI policy, plus applicable interest and charges. However, if you have suffered a denied claim as a result of our failing and the value of the claim exceeds the amount of redress set out below, we will pay the value of the claim, plus simple interest as appropriate.

Details of your refund are set out in the tables below:

Calculation of Redress

Item No.	Redress	Description	Amount
1	PPI Premiums	<i>This is the value of the PPI premiums that were added to your account</i>	£3,108.34
2	Account Interest	<i>This is the amount of additional interest paid because of the PPI premiums</i>	£2,128.04
3	Refinancing Interest	<i>This is the amount of additional interest</i>	£0.00

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		<i>paid because the balance on your account was re-financed</i>	
4	Charges	<i>These are extra administration and default charges you have incurred as a direct result of having the PPI</i>	£230.95
5	Settlement Overpayment	<i>Where your home shopping account debt had been sold to a Third Party Debt Purchaser, this is any additional payments made to settle that balance</i>	£0.00
6	Simple Interest (at 8% per annum)	<i>Compensation for times when your balance would have been in credit if your PPI policy had not been on your account</i>	£4,518.17
7	Successful Claims	<i>The value of any successful claims you have made on your PPI policy will be deducted from the redress amount</i>	-£0.00
Total Redress (before Tax)			£9,985.50

Calculation of Denied Claim

Item No.	Redress	Description	Amount
1	Value of Denied Claim	<i>The value of a denied claim you have suffered as a result of our failing</i>	£0.00
2	Simple Interest (at 8% per annum)	<i>Compensation for time when you were not awarded the claim value</i>	£0.00
Total Redress (before Tax)			£0.00

Amount of Redress Payable to You

Item No.	Redress	Description	Amount
1	Total Redress	<i>This the higher of the Total Redress (before Tax) amounts set out above</i>	£9,985.50
2	Less Tax*	<i>Simple Interest at 8% per annum constitutes 'taxable income'</i>	-£903.63
Amount of Redress Payable to You (after Tax)			£9,081.87

* Income tax at 20% has been deducted from the Simple Interest payment due to you. Where the value of a successful claim is taken into consideration, we will proportionately reduce the amount of Simple Interest payable to you for the purpose of calculating your income tax deduction. If you are a non-tax payer it may be possible to reclaim some or all of this from HM Revenue and Customs. If you pay tax at rates higher than the basic rate, any additional tax due on this should be agreed between you and your tax office.

The total refund payable to you is £9,081.87.