



# Greg Vaughan Financial Services

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## RECLAIM YOUR CREDIT CARD CHARGES QUESTIONNAIRE

Thanks for downloading my questionnaire and showing an interest in my service. I have tried hard to make this as simple and straightforward as possible to complete. However, please do not hesitate to contact me should you have any questions at all.

On the next few pages, I would like you to provide some details about yourself and the charges levied on your credit card.

This will help me to analyse your case and decide whether or not there are sufficient grounds to challenge the charges with the intention of having them refunded to you.

Please try to fill in all the boxes if you can. Also, it would be most helpful if you could write as clearly as possible. If you need extra space when answering a question, please use Section 6.

All the information you give is treated in the strictest confidence and will only be used to further your case. I never pass on any information to third parties or use it to try to sell you products or services. I am only interested in helping you recover financial losses - I'm not engaged in any other business.

Once you have completed this questionnaire, please send it to me at the following address:

Greg Vaughan Financial Services  
127 Imperial Court  
Exchange Street East  
Liverpool L2 3AB

A final note: if you have anti-virus software or an automatic "junk" mail facility on your PC then please ensure it is set to accept emails from me. I correspond as much as possible by email to quicken the process and will acknowledge safe receipt of this questionnaire by this method.

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## Charging Plan (please retain this page for your records)

I offer a guaranteed "no win, no fee" service.

If, after analysing this completed questionnaire, I do not consider there is a decent chance of success, I will tell you so and make no charge for this analysis service.

If I take your case on and win a refund of your charges, my fee will then be payable. It will be 20% + VAT of the amount paid back to you.

If I do not win a refund of your charges, there will be absolutely no charge at all.

# About you and the charges

## 1. Personal Details

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

\_\_\_\_\_

Post code: \_\_\_\_\_

Your date of birth (dd/mm/yyyy): \_\_\_\_\_

Your National Insurance Number: \_\_\_\_\_ (leave blank if not known)

If your credit card is in joint names:

Second account holder's name: \_\_\_\_\_

Second account holder's National Insurance No.: \_\_\_\_\_ (leave blank if not known)

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Your email address: \_\_\_\_\_  
(Correspondence will be by email as much as possible to save you time and money. Please print clearly)

Contact phone no.: \_\_\_\_\_ (include area dialling code)

Where did you find out about me? \_\_\_\_\_

If from an existing client, please quote their name and/or client reference:

\_\_\_\_\_

## 2. About your credit card

Please write your credit card number here: \_\_\_\_\_  
(try to make sure you do not confuse it with any other card number)

Card holders name as printed on the card: \_\_\_\_\_

Which bank/card company issued the card: \_\_\_\_\_  
(E.g. Lloyds TSB Visa; MBNA etc)

What is the bank's/card issuer's address(if known): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many years have you held the card : \_\_\_\_\_

## 3. About the reasons for the charges

Your answers to the following questions will guide me when analysing your case.

Question Number	Question	Yes	No
1.	Did you suffer charges as a result of exceeding your credit card limit?		
2.	Did you suffer charges as a result of not settling your bill on time?		
3.	Did you suffer charges as a result of not having sufficient funds in your bank account to cover the direct debit to settle your credit card bill?		

## 4. Previous complaints

Have you ever made a complaint about the charges: Yes:  No:

If 'Yes' do you have copies of your original complaint letter and the firm's final decision letter: Yes:  No:

If 'Yes' to both questions, please copy this correspondence and send it with this completed questionnaire.

## 5. Amount of charges

How much have you paid in charges (max 6 years): £ \_\_\_\_\_

Is this figure: exact  approximate:

Over how many years have you paid these charges: 1 2 3 4 5 6  
(please ring the most appropriate number of years)

## 6. Please use this space for any other comments you would like to make: