

Independent Adjudication Service for Customers of Big Yellow Self Storage

Application Form

What is this Application for?

- This application form is for a customer to bring a claim against a company, Big Yellow Self Storage (Big Yellow)
- The application form will ask you for the details needed to understand what you would like the company to do and to help an Adjudicator to decide upon your dispute.
- As part of the process, a copy of your application and all submitted evidence will be sent to the company concerned in order that they may respond to the claims you have made. The company will then submit their own evidence (which will also be sent to you) and then send it to the adjudicator who will issue a written decision.

What do I need to do?

- It is important that you understand the process so please read the guidance notes attached to this form.
- A copy of the Scheme rules has also been attached for your information.
- Before submitting this application, you must first make a formal complaint (by email or letter) to the company. In the event that the matter remains unresolved between you and the company after formally writing to them, you can then refer the matter to CEDR, who will then check that you are eligible to use the Service.
- Please complete this application form providing as much information as you can.
- It may take you some time to go through the application form and to get all your facts together, but having all the information will help us assess your case fairly.
- This process is conducted entirely in writing. You must ensure that you provide sufficient information and supporting evidence to substantiate your claim.
- You are required to pay an administration fee at the time of making an application.

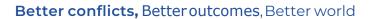
What Happens Next?

- CEDR will acknowledge receipt of your application within 15 working days.
- The entire process will usually take no longer than 90 days.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, another language, etc.). If you require assistance in completing this form please contact CEDR:

By telephone: 020 7520 3800 By email: applications@cedr.com Website: www.cedr.com/consumer

CEDR opening hours: 9:00am to 5:00pm Monday to Friday





1. About you (the Customer)

Please give us your details.				
Full Name:				
Street address:				
Town:	County:			
Postcode:	Tel:			
E-mail address:				
If you provide an e-mail address, we will send you information by e-mail only.				
2. Representation				
If you have a representative acting for you, please give details below. This may be a friend, relative, or a lawyer. If you do not have a representative, go to part 3.				
Full name:				
Organisation:				
Street address:				
Town:	County:			
Postcode:	Tel:			
E-mail address:				
If you provide an e-mail address, we will send t	the representative information by e-mail only.			

Continue to page 3



To be signed by the Big Yellow Customer

hereby give my	authority for the above-named persor	n to represent me:
Signature:		
Print name: .		
Date:		
. Company det		
Company name:		
Street address:		
Town:		County:
Postcode:		Tel:
E-mail address:		
. What does yo	our dispute relate to (tick all boxes th	nat apply):
	issue/ experience	Delinquency Procedure, following non- payment of rent or other charges Other (please specify below):



5. Contract details

ease provide some basic information in this section.
of the Customer Licence with your application, if
e Licence? Please provide full details in the box below.



Please identify the relevant terms of the Licence that you believe relate to your dispute, if applicable.
6. Dispute details
Please explain the nature of the dispute you have with the company.



• •	aken any steps to resolve your dispute? Please provide on payments the company has already made to you.	details including informat
		slaiming for and provide the
ease break down ason why you are timate of value th	s your claim by providing a value for each item you are on a claiming that amount. The maximum permitted claim that you provided to the Company on your Licence when the properly explained to be considered. This amount should be considered.	n under the scheme is the n you started your storage d not exceed £10,000.
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9. Non-financial claims

What	other actions would you like the company to tak	e? Tick	k all the boxes that apply.
	Give you an explanation		Provide a product or service
	Give you an apology		Take some practical action
Plea	se specify:		
	e non-financial outcome you are seeking cannot ncial amount in this box as a substitute:	be awaı	arded, you may wish to specify a
	Substitu	ute Am	nount Claimed: £
	nust support the amount you have specified ount here and support it with evidence, the Ar		•
10. E	Evidence		
you	rder to substantiate the claims you are making y tick the boxes below for each supporting docur thing you consider relevant such as:		
	Licence / agreements terms and conditions		Photographs
	Invoices / receipts		Letters/ Emails



11. Declaration

Data Protection Act

The Data Protection Act 2018 allows CEDR, and Big Yellow to provide information and / or documents about you to CEDR and the adjudicator with your consent. By completing this form you are giving your consent.

Please read the statements below and tick all the boxes befo	re signing this form:
I apply to CEDR to appoint an independent adjudicator to with the Scheme Rules.	o adjudicate this dispute in accordance
I have tried to resolve this dispute through the company'	s complaints procedure.
I understand that it is my responsibility to provide evidend documents / materials, as evidence to support my claim.	ce supporting my claim and I attach my
I understand it is my responsibility to read the Scheme g guidance from CEDR.	uidance and Rules and, if necessary, seek
I have not previously referred this dispute to either the Co	ourts or any other resolution body.
I understand that I have to pay an amount of £120 (inclus	ive of VAT) to bring this claim to CEDR.
I understand the claim cannot exceed the limit detailed i	n the Scheme Rules.
Signature:	
Print name:	
Date:	
Submitting your application with payment	
Please submit your application and supporting evidence to us administration fee of £120 (£100 plus VAT) made payable to CE	
By post:	By email:
CEDR Consumer Adjudication Centre for Effective Dispute Resolution	applications@cedr.com
70 Fleet Street,	
London EC4Y 1EU	