



Better conflicts, Better outcomes, Better world

Independent Arbitration Application Form (FSL)

What is this Application for?

- This application form is for customers wishing to submit a claim
- The application form will ask you for the details needed to help the arbitrator understand what you would like the company to do and how to decide your dispute..

What do I need to do?

- Please read the Guidance for Customers and Scheme Rules on the CEDR website. If you are unsure of how to answer a question, please contact CEDR for guidance
- Fill in the application form giving 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.

You must have already complained to the company and given them time to address your concerns before referring the matter to CEDR.

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 etc.) or in another language. If you require assistance in completing this form please contact CEDR.

1. About you

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 normally send you information by e-mail only.

2. Are you represented by somebody else?

If someone is applying on your behalf, please provide their details here and sign the declaration on the next page.

Full name:

Organisation:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

To be signed by the customer

I hereby give my authority for the above named person to represent me:

Signature:

Print name:

Date:

3. Company details

Please provide the following details about the company you are in dispute with.

Company name:

Account name: If applicable

Your account number: If applicable

4. Raising your concerns

What type of transaction does your complaint relate to? Please specify below:

Date you first complained to the company: DD/MM/YY

Complaint reference number (if known):

Date you received a letter from the company entitled 'Final Response' (if received):

5. Your complaint

Please tell us what your complaint is about and why you are unhappy with the company. This information will be sent to the arbitrator assigned to your case so it is important that you provide clear information about the issues you have experienced. Please use additional sheets and attach them to the back of your application if required.

Please send us any documents that support your claim such as your correspondence with the company and receipts for anything that you have purchased.

You may submit any evidence you wish.

You may wish to include:

- Bills and / or statements
- Correspondence to and from the company
- Photographs and videos
- Receipts
- Recordings (audio)

5.1 Transaction Description

Please tell us what transaction or transactions this dispute relates to:

5.2 Issues in Dispute

Please explain the nature of the issues that have led to this dispute:

6. What compensation are you requesting?

You must specify the total amount claimed in this section. There is no limit to the amount you can claim but the arbitrator can only direct the company to pay proven claims up to £10,000. All claims in excess of £10,000 are subject to a non-binding recommendation that both the customer and the company must voluntarily agree to accept before it becomes binding.

You must provide evidence to justify the amount claimed and you cannot change the amount at a later date. If the arbitrator issues a direction or recommendation in your favour, they could direct or recommend any amount of money up to the total amount you have claimed. Please read the Scheme Rules for a full explanation of the adjudicator's powers.

Item	Amount Claimed (£)

Please continue on a separate sheet if required but ensure that the total amount you are claiming is completed in the next box below.

Total Claimed:

7. Declarations

Data Protection Act

By signing this application you are providing your consent for the company to provide information and documentation about you to CEDR.

Please read these declarations and tick **all the boxes** to confirm you understand them before signing this form.

- ☐ I have tried to resolve this matter through the company's complaints procedure.
- ☐ I am applying to CEDR to appoint an arbitrator to settle my dispute in accordance with the Scheme Rules. I
- ☐ have read and understood the guidance provided in this application form and on the CEDR website.
- ☐ I have not previously referred this dispute to a court of law.

Signature: _____

Print name: _____

Date: _____

How did you first hear about CEDR?

☐ The company

Other (please specify)

Submitting your application

Now please submit your application and supporting evidence to us:

CEDR Services Ltd
100 St. Paul's Churchyard
London
EC4M 8BU

By email:

applications@cedr.com