

Complaining about the commission element of Payment Protection Insurance

This should only take around 5 minutes to complete. If you can, fill in the sections marked • and if you need help call us on 0800 422 0478.

Capital One use only: _____

1 The sale of PPI

1A What does your PPI relate to?

<input type="checkbox"/> Credit card	16 digit credit card number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
or		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Loan	Loan account number*	<input type="text"/>	Lender	<input type="text"/>	

* If you had a secured loan, you'll need to contact the lender directly regarding the commission element of your complaint

2 Your personal information

•2A Name of main account holder and joint account holder where applicable

•2B Current address

 Post code

2C Address at time of PPI sale (this will help us to locate your account)

 Post code

•2D Date of birth

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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2E Contact phone number

2F Email

Details if someone is complaining on your behalf

2G Their name

2H Their address

Post code

2I Their reference

2J Their phone number

2K Their Email

2L Have you ever entered into any of these insolvency arrangements?

- | | |
|---|--|
| <input type="checkbox"/> Bankruptcy | <input type="checkbox"/> Debt Relief Order (DRO) |
| <input type="checkbox"/> Individual Voluntary Arrangement (IVA) | <input type="checkbox"/> Debt Arrangement Scheme (DAS) |
| <input type="checkbox"/> Trust deed | <input type="checkbox"/> No |
| <input type="checkbox"/> Sequestration | <input type="checkbox"/> Other (tell us more below) |

You have a legal obligation to inform us of your financial status. Capital One has a legal obligation to ensure that any money paid as a result of your complaint is paid to the correct party, for example your trustee in bankruptcy.

3 Your declaration

I certify I want to make a formal complaint about the commission element of PPI. I certify that all the information I've given in the questionnaire is true and accurate to the best of my knowledge.

•3A Signature

•3B Date

Change of name?

If your name is different to when you had your Capital One account please provide us with a copy of the relevant documents to support the name change – for example:

- Marriage certificate
- Deed poll certificate
- Decree absolute

Important information – before you send us your form

Make sure you have:

- Completed the sections marked • to the best of your ability
- Signed the form

If required you should have included:

- Proof of name change if relevant

If you're sending additional documentation, please only send copies as we're unable to return original documents.

What's next?



Please return your form to:

Capital One
P.O. Box 5281
Nottingham
NG2 3HX

When we have your complaint

We may contact you to request further information as part of our review.

When we have a decision

We will aim to get back to you within 8 weeks of receiving your complaint.