

Frequently Asked Questions (FAQs) for Business Energy Reclaims in the UK

1. What do I have to do to make a claim?

Once we have calculated your claim, we need to make an appointment with one of our solicitors to confirm a few basic details. They will send you a letter of engagement and an agreement for the “no win- no fee” terms and conditions.

2. What information do I need to provide?

You will need to provide copies of contracts and as many bills, any supporting evidence, such as copies of emails, call recordings, etc.

Don't worry too much if you cannot provide the contracts, with the letter of engagement, your solicitor can obtain copies direct from the supplier on your behalf. To satisfy new legal requirements, you will also need to provide proof of identity.

3. What will it cost me?

You will not pay a penny up front. Any fees are taken directly from your settlement amount. Depending on the value of your claim, the maximum amount you would pay would be 30%. You may need to pay for an ate – after the event insurance policy, which protects you from any adverse legal costs in the unlikely event your claim fails. This would be discussed with your solicitor should the need arise. Again, this will be taken from your settlement amount, and never upfront.

4. How long will it take to receive my money back?

There are various factors which can influence the timescale, such as the complexity of your case, the volume of supporting evidence, how the broker and/or supplier engage with your solicitor. Ultimately, most cases settle at the earliest opportunity due to your claim being “document and evidence based” and the weight of black and white evidence being indefensible. Most cases reach settlement within 2 – 12 months.

5. What should I do if my broker/supplier contacts me?

If they contact you via any means, simply refer them to your solicitor, they will deal with them on your behalf. It is not uncommon for brokers and suppliers to try and apply pressure on clients, making inaccurate statements to try to frighten you to drop your claim.

Don't entertain them. Simply pass it on to your solicitor to deal with.

6. Will I have to go to court?

It is highly unlikely that you would ever have to attend court. On the rare occasions, they generally settle without setting foot in the courtroom. If you have to attend, then your solicitor will support and guide you every step of the way. In our experience, it is generally the high value (over £1 million claims) that ever get near the courtroom.

7. Can I do it myself?

Financing your claim individually can become quite costly, it's a very extensive and legal process which has a lot of administrative leg work and correspondence.

Using our professional partners and household representation we remove all the potential pitfalls and financial nuances for you, and you only pay, when you win.

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8. What will happen to my current contracts?

Once we have carefully checked that you will not be put in a worse financial position, then they will need to be replaced once your claim is settled.

We do not throw you back into the mire to be mis-sold again. We will offer you new contracts through carefully vetted third parties to ensure you are protected. If you were placed in a worse financial position by the above happening, then we would park your claim and proceed only when you would not be financially affected. This only happens on rare occasions.

9. Which brokers or suppliers can we trust moving forward?

That is the million-dollar question.... We have extensively searched the market.

We have partnered with a small number of trusted brokers who are aligned with our business ethos and ethics. They will show you how things should be done!

Professionally, with openness and transparency! This means that moving forward, you will never be mis-sold again. We also hope that by challenging all these brokers, that some of them will change the way they operate and do things properly... we hope!

10. I don't think we used brokers. Can I still claim?

Are you sure? Some of these brokers call you pretending to be your supplier. If you always call the supplier yourself, then this doesn't apply to you. If they call you, then there is a huge risk that you have indeed used a broker unwittingly. If you have not used a broker, then unfortunately, you do not have a claim.

11. We have signed contracts which haven't started yet. Can I still claim?

That doesn't matter! We can get those contracts cancelled (subject to it being financially of benefit to you). We will check the current market rates and if they are higher, then 2 things can happen.

We can have the Supplier remove the commission element from the pricing,

We can park your Claim and effectively treat it as a savings account. We would proceed with your claim when you would not suffer any financial loss.

IF we can place you in a cheaper Contract, then we will let you know, and show you your options.

12. What if the broker we use is a relative/friend?

Are they a close friend or relative? We hope they are really looking after you.

If they were truly looking after you then they would have told you how much commission is built into the contracts. There is no harm in finding out exactly how much they have earned.

We can tell you how much is involved then you can decide whether to proceed or not!

You COULD simply ask them to provide proof to you.

We would obtain the proof from the Supplier because we have found most Brokers will not tell you or us, so we go straight to the top with no fuss! Brokers become friends and it is quite common for them to send cards and gifts to ensure they can continue to earn a fortune off you.

After all, isn't that what professional tricksters and con artists do?

Besides, we are not interested in your Broker. The Supplier is legally responsible, and it is the Supplier that will be paying you back.

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13. The broker has to earn a living, don't they?

Yes, they do! But how much would you say is enough?

The broker can do exactly the same job for a couple of hundred pounds, not thousands!

They could still earn a good living by doing things the right way!

How much would you be happy to pay someone for a couple of telephone calls and emails?

14. The broker got me better prices than I could going direct. Is there anything worth claiming?

Absolutely! Brokers can always get better prices than you could going direct, in most cases they just choose not to! The greed and rot has set in. The fact remains, that they did not disclose the commissions involved before you signed. They hide it for a reason, so you don't know exactly how much they have ripped you off. If they had nothing to hide, then they would have told you how much commission is built into the contracts. Remember, on average, 20% of your bills are pure commission, pre-paid to the broker as soon as you signed the contract. It opens the door for us to legally recover the obscene profits the supplier has made in addition to the broker commissions, even if the broker only applied a tiny amount.

We recover from the supplier, not the broker.

15. Isn't it too much hassle? / What if I don't have the time?

You do not have to do anything at all, beyond the initial disclosure stage. Your solicitor takes care of everything for you. For the couple of minutes of your time in giving us your contracts and supporting evidence, you will receive a substantial amount of money that you can re-invest in your business, money that never should have been taken in the first place. You can agree with your solicitor the level of service you would like to receive. We realise just how busy you are, and we have streamlined the process to ensure you are not interrupted.

16. Someone looked into this before, and nothing could be done. What makes you different?

How long ago was that? Things have definitely changed in the legal arena since then. But more importantly, brokers have been paying huge sums of money to other claims companies, so they won't pursue them for mis-sold claims. If they just suddenly dropped your case, or gave a lame excuse, and didn't show you proof that it definitely wasn't mis-sold, then they may have been paid off. We cannot be bought! We value justice and integrity over the dirty money offers from these disgusting brokers. Let us look into this for you. If we determine that you have a claim, we will win it for you. If you have been affected by their actions or in-actions, then your Solicitor will advise you accordingly. It won't cost you a penny to check.

17. What will happen to the additional services I pay for, in addition to my energy contracts?

All the other services that they like to shout about, such as bill analysis, Bill validation, energy efficiency advice, smart meter installation, etc are all provided FREE OF CHARGE by the supplier! unless you are paying for sensors placed on your pipes and wires, (Monitoring Services) then you have been duped. Additional Paid-For services are completely separate from the energy contracts, and you are free to continue with those if you wish. I would urge you to have those contracts checked also. If they have mis-sold your energy contracts, it is reasonable to assume they have done the same with everything else.

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18. What if I paid a monthly/yearly management fee?

You are in for a shock.

The management fee was up-front, and you knew about it before signing. However, as it forms part of the process/contract, we can recover this fee. They will have still applied commissions in the contracts which we can recover for you as well. Effectively they are getting paid twice by you!

19. What is in it for you?

SEC are built on the foundations of being open, honest, transparent, and trustworthy. We feel it is important, and we are happy, to tell you how we are paid.

We receive a nominal upfront calculation, evaluation, and administration fee direct from the solicitor. We also get a% of the solicitor's fees when your claim is settled. ALL our fees are paid for by the solicitor and not one penny is deducted from your award. As it is percentage-based, we cannot give you an exact figure because we do not know what your settlement will be. However, the solicitor will tell you in writing to satisfy SRA regulations.