

## Consequential Loss Questionnaire

This questionnaire is not compulsory but you may want to provide it in addition to the consequential loss claim you submit.

The completion of this questionnaire will assist us in better understanding the claim you are making and may improve the prospects of your claim.

When completing this questionnaire, please have a copy of your complaint outcome letter with you so that you can refer to it.

Please complete one box for each of your claimed losses.

If you have any questions about the completion of this questionnaire, please contact the GRG Customer Helpdesk (details below).

### SECTION 1: Connecting loss to an upheld complaint

In order for a claim to be considered, you must connect the claimed loss with an **upheld** complaint. In this section of the questionnaire we are asking you to clearly set out a connection for each claimed loss.

Your complaint outcome letter will clearly state what complaints have been **upheld** and which have been **not upheld**.

A loss connected to a complaint that has been **not upheld** will be unsuccessful.

### SECTION 2: Connecting loss to the bank's customer

In order for a claim to be considered, the loss must have been incurred by the **customer** that received the **upheld** complaint. Be aware that if the customer that received the upheld complaint is a limited company, any loss claimed by directors or shareholders in their personal capacity will be unsuccessful. Though as an exception, guarantors may in some circumstances be able to claim for personal losses arising from an upheld complaint of a limited company where the guarantor was called upon.

In this section of the questionnaire we are asking you to clearly connect the claimed loss to a **customer** that received an **upheld** complaint.

### SECTION 3: Supporting evidence

In order for a claim to be successful, it needs to be supported by sufficient evidence.

In this section of the questionnaire we have provided a space where you can list the evidence and information you are providing in relation to each loss.

Please return your completed questionnaire in addition to your consequential loss claim via email or post to:

**GRG Customer Helpdesk**

PO Box 71875

London

N1P 1WZ

**Telephone:** 0800 0294 370

**or from abroad:** +44 184 222 6142

**Email:** GRGCustomerHelpdesk@rbs.co.uk

**Text Relay:** 18001 0800 0294 370

**Info:** [www.rbs.com/GRG](http://www.rbs.com/GRG)

## Claimed Loss 1

### SECTION 1: Connecting loss to an upheld complaint

I am claiming the amount of £\_\_\_\_\_

*(Please state the amount of your financial loss here. If you do not yet know the precise amount, please just state an estimate.)*

This loss is for

\_\_\_\_\_  
*(Please state the type of financial loss. For example, 'interest incurred on new loan' or 'loss of rental income'.)*

This loss was caused by the following upheld complaint(s): \_\_\_\_\_

\_\_\_\_\_  
*(Please state the **upheld** complaint(s) the loss is connected to. Each **upheld** complaint will have a paragraph number in your complaint outcome letter. For example, '1. Transfer to GRG' or '3.(c) Arrangement fees'.)*

The upheld complaint(s) set out above was made by \_\_\_\_\_

\_\_\_\_\_  
*(Please state the name of the customer with the **upheld** complaint.)*

### SECTION 2: Connecting loss to the bank's customer

The loss set out above was incurred by \_\_\_\_\_

*(Please state the name of the customer with the **upheld** complaint.)*

If the customer you have named in Section 1 is different to the customer you have named in Section 2, please explain why:

\_\_\_\_\_  
\_\_\_\_\_

### SECTION 3: Supporting evidence

I am providing the following evidence in support of this loss:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Claimed Loss 2

### SECTION 1: Connecting loss to an upheld complaint

I am claiming the amount of £\_\_\_\_\_

*(Please state the amount of your financial loss here. If you do not yet know the precise amount, please just state an estimate.)*

This loss is for

\_\_\_\_\_  
*(Please state the type of financial loss. For example, 'interest incurred on new loan' or 'loss of rental income'.)*

This loss was caused by the following upheld complaint(s): \_\_\_\_\_

\_\_\_\_\_  
*(Please state the **upheld** complaint(s) the loss is connected to. Each **upheld** complaint will have a paragraph number in your complaint outcome letter. For example, '1. Transfer to GRG' or '3.(c) Arrangement fees'.)*

The upheld complaint(s) set out above was made by \_\_\_\_\_

\_\_\_\_\_  
*(Please state the name of the customer with the **upheld** complaint.)*

### SECTION 2: Connecting loss to the bank's customer

The loss set out above was incurred by \_\_\_\_\_

*(Please state the name of the customer with the **upheld** complaint.)*

If the customer you have named in Section 1 is different to the customer you have named in Section 2, please explain why:

\_\_\_\_\_  
\_\_\_\_\_

### SECTION 3: Supporting evidence

I am providing the following evidence in support of this loss:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Claimed Loss 3

#### SECTION 1: Connecting loss to an upheld complaint

I am claiming the amount of £\_\_\_\_\_

*(Please state the amount of your financial loss here. If you do not yet know the precise amount, please just state an estimate.)*

This loss is for

\_\_\_\_\_  
*(Please state the type of financial loss. For example, 'interest incurred on new loan' or 'loss of rental income'.)*

This loss was caused by the following upheld complaint(s): \_\_\_\_\_

\_\_\_\_\_  
*(Please state the **upheld** complaint(s) the loss is connected to. Each **upheld** complaint will have a paragraph number in your complaint outcome letter. For example, '1. Transfer to GRG' or '3.(c) Arrangement fees'.)*

The upheld complaint(s) set out above was made by \_\_\_\_\_

\_\_\_\_\_  
*(Please state the name of the customer with the **upheld** complaint.)*

#### SECTION 2: Connecting loss to the bank's customer

The loss set out above was incurred by \_\_\_\_\_

*(Please state the name of the customer with the **upheld** complaint.)*

If the customer you have named in Section 1 is different to the customer you have named in Section 2, please explain why:

\_\_\_\_\_  
\_\_\_\_\_

#### SECTION 3: Supporting evidence

I am providing the following evidence in support of this loss:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Should you require more boxes for further claims please use the template below, inserting the claim number.

**Claimed Loss \_\_**

**SECTION 1: Connecting loss to an upheld complaint**

I am claiming the amount of £\_\_\_\_\_

*(Please state the amount of your financial loss here. If you do not yet know the precise amount, please just state an estimate.)*

This loss is for

\_\_\_\_\_  
*(Please state the type of financial loss. For example, 'interest incurred on new loan' or 'loss of rental income'.)*

This loss was caused by the following upheld complaint(s): \_\_\_\_\_

\_\_\_\_\_  
*(Please state the **upheld** complaint(s) the loss is connected to. Each **upheld** complaint will have a paragraph number in your complaint outcome letter. For example, '1. Transfer to GRG' or '3.(c) Arrangement fees'.)*

The upheld complaint(s) set out above was made by \_\_\_\_\_

\_\_\_\_\_  
*(Please state the name of the customer with the **upheld** complaint.)*

**SECTION 2: Connecting loss to the bank's customer**

The loss set out above was incurred by \_\_\_\_\_

*(Please state the name of the customer with the **upheld** complaint.)*

If the customer you have named in Section 1 is different to the customer you have named in Section 2, please explain why:

\_\_\_\_\_  
\_\_\_\_\_

**SECTION 3: Supporting evidence**

I am providing the following evidence in support of this loss:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_