

Consumer checklist

Before you sign up to progress your claim, run through the items in the checklist below to make sure you understand what you are signing up to.

For more information, see [our guide](#) and [glossary](#). If you are unsure about any of the information provided by your solicitor or firm, ask them to explain it to you before you sign up.



01 Understand your claim ☐

Before you decide anything, make sure you understand:

- What your claim is about
- Who the claim is against
- Your chances of success

02 Consider your options for making a claim ☐

Make sure you know:

- Whether you can make the claim yourself
- Whether there are free options available
- The benefits and risks of each option available to you

03 Check you have not already signed up with another firm ☐

Make sure you know:

- Only to use one firm for the same claim
- It could cost more if you sign up with more than one firm

If you are unsure whether you have already signed up with another firm, check for any emails or documents you may have received about this claim from other firms.

04 If you change your mind ☐

Make sure you know:

- How long your cooling-off period is (usually 14 days)
- How to cancel if you change your mind
- What you may have to pay if you withdraw your claim

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What will happen if you go ahead with your claim?

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Make sure you know:

- What happens next
- How long the claim might take
- Whether your claim could go to court or be settled

06

What are your responsibilities?

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Make sure you know:

- What information or documents you need to provide
- When to respond to requests
- What could happen if you do not cooperate

If you are unsure what your responsibilities are and how this might impact your claim, ask your solicitor or firm to explain this further.

07

How is your claim funded?

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Make sure you know:

- How your claim is funded
- Whether your claim is being offered on a 'no win, no fee' basis
- That you may still have to pay some costs, even if your claim is 'no win, no fee'
- Whether insurance could cover some or all costs if your claim is unsuccessful

For more information, read our [guide](#) on 'no win, no fee' agreements.

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How much you may have to pay and what you could receive

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Make sure you know:

- What costs you will have to pay if your claim is successful, unsuccessful or you withdraw
- What could be taken from your compensation
- What you might receive if your claim is successful or you settle

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What could affect your claim

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Make sure you know:

- The main risks that could affect your claim
- Whether insurance is needed
- Whether other organisations or people are involved in your claim



Think about whether you are ready to decide

If you are unsure about any of the above, ask your solicitor or firm to explain before you sign up.