

Shop Direct Finance Company Limited

Private and confidential

Mr Andrew Howe
27 Badminton Road,
York
England
YO1 1AA
01904 700000

31 January 2017

Reference: 10000000000000000000
Account Number: 10000000000000000000

Important information about your Littlewoods Payment Protection Insurance (PPI)

Dear Mr Howe,

Further to our previous correspondence in relation to your complaint regarding the sale of PPI on your Littlewoods home shopping account, we have now completed our investigation.

The findings of our investigation have enabled us to uphold your complaint, and in order to resolve the matter to your satisfaction, we have calculated the following refund to restore you to the financial position you would have been in had PPI not been applied to your account.

In doing so, we wish to offer you a refund of premiums paid for your PPI policy, plus applicable interest and charges. However, if you have suffered a denied claim as a result of our failing and the value of the claim exceeds the amount of redress set out, we will pay the value of the claim, plus simple interest as appropriate.

Your complaint involves a Payment Protection Insurance (PPI) policy sold by Shop Direct Finance Company (SDFC) before 22 December 2003. As a result, SDFC are acting on behalf of Aviva Insurance Limited (Aviva), the underwriter of this policy, when reviewing this complaint.

Details of your refund are set out in the tables below:

Calculation of Redress

Item No.	Redress	Description	Amount
1	PPI Premiums	<i>This is the value of the PPI premiums that were added to your account</i>	£7463.67
2	Account Interest	<i>This is the amount of additional interest paid because of the PPI premiums</i>	£2005.78
3	Refinancing Interest	<i>This is the amount of additional interest paid because the balance on your account was re-financed</i>	£0.00