

Our ref

20 June 2016

JSK Claims
Tempo House
15 Falcon Road
London
Greater London
SW11 2PJ

Dear Sirs

M&S Chargecard account number
M&S Personal Loan account numbers

Customer name Mr

I have reviewed your client's complaint about Payment Protection Insurance (PPI).

M&S Chargecard account number
M&S Personal Loan account numbers

I find in favour of your client's complaint and will pay him £12,037.89 in full and final settlement.

Whilst our records show PPI was not applied to your client's loan further detailed below, it included an amount for PPI transferred over from his previous loan. Our payment includes a full refund of that amount, including 8% interest.

Your client will receive a cheque for the full amount within 28 days. This payment is made without admission of liability and M&S Bank reserves the right to withdraw this payment at any time.

I have enclosed the Explanation of Calculation, together with the information in respect of the income tax deduction.

As the PPI policies on these accounts were underwritten by Allianz Insurance plc, this is a joint response from Allianz Insurance plc and M&S Bank.

M&S Personal Loan account number

Our records show that PPI was not charged to your client's account.

As evidence, I have enclosed the following information:

- statements
- a copy of the application