

Dear Ann Marie,

I hope this message finds you well.

I am writing to highlight the critical importance of the procurement of PCP complaints immediately, rather than waiting until the FCA announces their redress plan in September.

As we know from our experience with historical claim types such as PPI and Plevin, the firms that exerted pressure early were prioritised by lenders when it came time for settlements. The essence of this strategy is simple: the greater the burden we pose to lenders, the more inclined they are to expedite the settlement of our claims to alleviate the strain on their resources.

During the PPI and Plevin cases, firms with a substantial volume of claims were granted preferential treatment in the submission process, including the ability to submit cases in bulk via spreadsheets on a weekly basis. This system allowed lenders to process and settle claims in batches, significantly reducing their administrative burden and resource expenditure.

We are already in advanced discussions with major lenders who are receptive to establishing a bespoke submission process for Sentinel. However, these discussions invariably hinge on the volume of complaints we currently possess. The lenders need assurance of our substantial case volume before they can commit to formalising a specific submission process.

The critical factor here is timing. We must capitalise on the period leading up to September to establish ourselves as a formidable presence in the market. Our goal is to be recognised as one of the largest, if not the largest, suppliers of verified motor finance claims. Achieving this status will incentivise lenders to formalise bulk submission processes with us, streamlining the resolution of claims to their benefit and ours.

Therefore, it is crucial that we flood the lenders with complaints as soon as physically possible, thereby creating a significant resource drain for the lenders before our competitors even begin their procurement and issuing efforts. This proactive approach will ensure that we are taken seriously and position us favourably in negotiations for bulk submission agreements.

I would strongly recommend we act swiftly and decisively to leverage this strategic advantage and establish Sentinel as the leading force in the motor finance claims sector.

I can confirm that Sentinel is fully equipped and prepared from an infrastructure, manpower, and marketing standpoint to aggressively procure and process PCP complaints. To capitalise on our robust procurement and processing capabilities, I would like to formally request an increase in Sentinel's funding line to £10,000,000 per month.

Thank you for your attention to this matter. I look forward to discussing our next steps.



Sam Ward
Director
Sentinel Legal Limited