Independent Adjudication for Customers

Ark Insurance Group Ltd
Application Form

What is this Application for?

- This application form is for the home buyer (the customer) to bring a claim against an Ark Insurance Group Ltd (Ark) registered Home Builder if they have not been able to resolve the complaint directly with the Home Builder and Ark.
- The application form will ask you for the details needed to understand what you would like the Home Builder to do and to help an adjudicator decide your dispute.
- The outcome of this adjudication will be contractually binding on both parties if the customer chooses to accept the findings of the adjudicator.

What do I need to do?

- Please read the Scheme Rules carefully before you fill in and return this form. They should be attached to this application form and can also be found on the CEDR website.
- Fill in the application form giving as much information as you can.
- It may take you some time to go through the application form and to get all your facts together, but having all the information will help us assess your case fairly.
- This process is conducted entirely in writing. You must ensure that you provide sufficient information and supporting evidence to substantiate your claim.

Before you can make an application:

- You must first use and exhaust the Home Builder's internal complaints procedure.
- You must refer the matter to Ark.
- You must reach a point where Ark has referred you to CEDR for adjudication.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, another language, etc.). If you require assistance in completing this form please contact CEDR:

By telephone: 0207 520 3800 By email: applications@cedr.com Visit the website: www.cedr.com/consumer

CEDR opening hours: 9:00am to 5:00pm, Monday to Friday

IMPORTANT: SAVE A COPY OF THIS PDF ON YOUR PC BEFORE COMPLETING AND UPLOADING THIS FORM. IF YOU COMPLETE THIS FORM IN YOUR BROWSER YOU WILL NOT BE ABLE TO SAVE IT AND IT WILL APPEAR BLANK WHEN UPLOADED.

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1. About you (the Customer)

Please give us your details.

Full name:

Street Address:

Town: County:

Postcode: Tel:

E-mail address:

Please note that if you provide an e-mail address we will send you information by e-mail only.

2. Representation

If you have a representative acting for you, please give details below. If you do not have a representative, go to part 3.

Full name:

Organisation:

Street

Address: County:

Town: Tel:

Email address:

(If you give the address of a representative, this is the address we will write to about this application.)

To be signed by the customer

I hereby give my authority for the above named person to represent me:

Signature:

Print name:

Date:

3. Home Builder details

Home Builder:

Street Address:

Town: County:

Postcode: Tel:

E-mail address:

Issues in dispute

Please tell us what service or event you complained to the Home Builder about.

Date the work was carried out:

Policy Number:

Date you first complained to the Home Builder:

Ark Ref:

Date your referred the matter to Ark:

4. What actions would you like the Home Builder to take?

(Tick all boxes that apply)

Give you an apology ☐ Give you an explanation ☐ Take some practical action ☐

(Please specify on the next page)

4.1 Please specify the action you would like the home builder to take

5. What Redress are you claiming and why?

If you are asking the adjudicator to order the Home Builder to carry out work under The Code or to order compensation for poor service then you must specify the details and likely cost in this application and provide evidence to justify the redress claimed.

Please ensure you record everything in this application as you cannot change these details at a later date. If the adjudicator makes a decision in your favour, they could direct a resolution up to the total cost of the work claimed.

Please break down your claim by providing a value for each item you are claiming for and provide the reason why you are claiming that amount. ***The maximum permitted amount is £50,000 (inclusive of VAT).*** This sum includes any claims of compensation, refunds, credits and/or waivers.

Please use the table on the next page.

Item	Claim Reason	Amount Claimed (£)

Total claimed:

Please continue on a separate sheet if required but ensure the total amount you are claiming is completed in the next box below.

6. Evidence/ Supporting information

In order to substantiate the claims you are making you must submit supporting evidence. This may include anything you consider relevant such as:

- Contracts / agreements terms and conditions
- Invoices / receipts
- Letters / Emails / Fax communications
- Photographs / drawings / plans
- Witness statements
- Reports on product supplied or work carried out

It is your responsibility to provide the evidence that supports your claim and you must provide it with this application form. You will not be permitted to submit additional material later on. Please do not submit your application until you are sure you have all the documents you would like the adjudicator to consider.

7. Declaration

Data Protection Act
The Data Protection Act 2018 allows Ark Insurance Group Ltd and Registered Home Builders to provide information and/or documents about you to CEDR administrators and the adjudicator with your consent. By completing this form you are giving your consent.

Please read the statements below and tick **all the boxes** before signing this form.

- ☐ I apply to CEDR to appoint an adjudicator to settle this dispute in accordance with the Scheme Rules.
- ☐ I have the authority to commit to adjudication.
- ☐ I have tried to resolve this matter through the Home Builder's complaints procedure and via Ark Insurance Group Ltd
- ☐ I understand that it is my responsibility to provide evidence supporting my claim and I attach my documents /materials, as evidence to support my claim.
- ☐ I understand it is my responsibility to read the Scheme Rules and, if necessary, seek guidance from CEDR.
- ☐ I have not previously referred this dispute to either the Courts or any other Redress Scheme. I
- ☐ understand the claim cannot exceed the limit detailed in the Scheme Rules.
- ☐ I confirm that I have attached my documents / materials, as evidence to support my claim.
- ☐ I understand that the adjudicator's decision will be contractually binding on both parties if I accept it.

Signature:

Print name:

Date

Submitting your application

Now please submit your application and supporting evidenceto us:

By post:

Ark Adjudication Scheme
Centre for Effective Dispute Resolution 100 St. Paul's Churchyard, London EC4M 8BU

By email:

applications@cedr.com

By fax:

0845 1308 117

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