CLIENT MONEY PROTECTION CERTIFICATE

This certificate confirms your money is protected by the Money Shield Client Money Protection Scheme. Should a Money Shield Member cease to trade and have misappropriated your rent deposit or other funds, Money Shield will reimburse you whether you are a landlord or a tenant.

Details of your agent

ManagedByApp Ltd

Trading as

Heart of London Homes

Scheme Reference number

81170267

Expiry date: 01/11/2027

HOW TO CLAIM

Simply go to money-shield.co.uk/page/Claim and complete the CMP claim form.

Claims to the scheme must be made within 12 months of Money Shield announcing on its website that claims for Client Money misappropriated by a particular Member Firm are being accepted. Failure to do so could result in a subsequent claim to the scheme being rejected.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Money Shield Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil, terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

Money Shield Ltd, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG