

The complaint

Ms G complains about the service she's received from Core Financial Compensation LLP (trading as Clear Money Claims) after instructing it to represent her in a motor finance commission claim.

What happened

In late 2022, Ms G engaged the services of Clear Money Claims to represent her in a motor finance claim against a lender.

In February 2024, Ms G raised concerns about poor communication and a lack of progress on her claim. She asked Clear Money Claims if she would incur a fee if she stopped her claim. Clear Money Claims said it was unable to confirm if there would be any charges or what they might be.

In June 2025, Ms G made a formal complaint to Clear Money Claims. She said she had attempted to contact it multiple times but had received no response or meaningful update. She asked for an update on the status of her claim, clarification as to whether its company had changed name and confirmation of whether it still intended to act on her behalf.

Clear Money Claims didn't respond to Ms G's complaint. So, she referred it to the Claims Management Ombudsman.

Clear Money Claims didn't respond to our request for its business file despite multiple chases. So, our investigator reached a conclusion based on the information Ms G had supplied. He thought Ms G's complaint should be upheld. He recommended that Clear Money Claims provide Ms G with an update on the claim, calculate the cancellation fee in line with its terms of engagement and pay Ms G £350 for distress and inconvenience.

Ms G accepted our investigator's outcome. However, Clear Money Claims didn't respond. After being chased several times, it asked for a two-week extension. However, this time frame has passed, and it still hasn't provided a response. So, the complaint has been passed to me to decide.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so, I've decided to uphold Ms G's complaint. I'll explain why.

I understand Ms G engaged Clear Money Claims' services on a 'no win, no fee' basis. However, I haven't been provided with Clear Money Claims' terms of engagement so I'm unable to determine what fee Clear Money Claims might be entitled to charge Ms G if she decides to terminate her contract with it.

I think Clear Money Claims should have told Ms G what would happen if she decided to cancel the contract when she asked this question in February 2024. It hasn't provided any

reasons as to why it can't calculate the cancellation fee and provide it to Ms G as our investigator recommended. So, I think it would be fair for it to do this so Ms G can make an informed decision about whether or not to cancel the agreement.

Having reviewed the information provided by Ms G, I've seen several examples of poor communication from Clear Money Claims.

In mid-2023, Clear Money Claims said it was referring Ms G's motor finance complaint to the Financial Ombudsman Service. But I haven't seen any evidence that it did.

In August 2023, Ms G unexpectedly received communication from solicitors asking her to sign a letter of engagement. When she queried this with Clear Money Claims, it said to go ahead and sign and it would follow up with an explanation. In February 2024, Ms G asked the solicitors for an update, and she was told they couldn't take the matter on, and they had asked Clear Money Claims to inform her. So, I don't think it was surprising that Ms G lost faith in the process.

Ms G has made us aware of a data breach that occurred when Clear Money Claims included hundreds of its clients email addresses on a group email.

Ms G says she has received no response or meaningful update from Clear Money Claims despite her sending multiple emails. Given the lack of response to our service, I'm persuaded that Clear Money Claims communication has been very poor here.

I think Clear Money Claims should provide Ms G with an update on her motor finance claim. It should also pay her the £350 our investigator recommended to compensate Ms G for the distress and inconvenience she's experienced from its poor communication.

Putting things right

Clear Money Claims should:

- Provide Ms G with an update on her claim.
- Calculate the cancellation fee in line with its terms of engagement and provide this to Ms G.
- Pay Ms G £350 for distress and inconvenience.

My final decision

For the reasons I've explained, I uphold Ms G's complaint and direct Core Financial Compensation LLP to put things right by doing as I've said above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms G to accept or reject my decision before 5 March 2026.

Anne Muscroft
Ombudsman