

### Case Summaries - January to December 2017

| Case no | Amount Claimed | Amount Paid * | Succeed | In-part | Fee Repaid | Inconvenience | Requirements Breached<br>* includes Inconvenience |
|---------|----------------|---------------|---------|---------|------------|---------------|---|
| 1       | £12,754        | £250          |         | Yes     | No         | £250          | 1.3,3.2,5.1,5.2                                   |
| 2       | £5,000         | £3,500        |         | Yes     | Yes        | £250          | 2.1,3.1   |
| 3       | £100           | £299          |         | Yes     | Yes        | £200          | 1.2,2.1,2.6                                       |
| 4       |                | £250          |         | Yes     | Yes        | £250          |   |
| 5       |                | £250          |         | Yes     | Yes        | £250          | 2.6   |
| 6       | £270           |               | No      |         |            |               |   |
| 7       | £7,638         | £250          |         | Yes     | No         |               | 3.1   |
| 8       |                |               |         | Yes     |            | £250          | 1.5,2.1   |
| 9       |                |               | No      |         |            |               |   |
| 10      | £6,830         |               | No      |         |            |               |   |
| 11      |                | n/s           |         | Yes     |            |               | 1.1,1.4,2.2,3.1,3.2,5.1                           |
| 12      | £15,250        | £250          |         | Yes     | Yes        | £250          |   |
| 13      | £12,932        |               | No      |         |            |               |   |
| 14      | £2,508         | £2,500        |         | Yes     | Yes        | £250          | 1.5,2.1,2.6,3.4                                   |
| 15      | £10,250        | £100          |         | Yes     | No         | £100          | 2.1   |
| 16      |                |               | No      |         |            |               |   |
| 17      |                |               |         | Yes     | Yes        |               | 2.3,4.1,5.1                                       |
| 18      |                | £250          |         | Yes     |            | £250          | 1.1,1.2,1.3,1.4,1.5,2.1,3.2,4.1,5.1               |
| 19      | £5,819         | £250          |         | Yes     | Yes        | £250          | 1.1,1.3,2.1,2.3,4.1,5.1,5.2                       |
| 20      | £15,250        | £250          |         | Yes     | Yes        | £250          | 1.3,1.4,3.2,4.1,5.1,                              |
| 21      | ?              | £250          |         | Yes     | Yes        | £250          | 1.3,4.1,5.1                                       |
| 22      | £15,250        | £250          |         | Yes     | Yes        | £250          | 1.5,3.2d,4.1,5.1,                                 |
| 23      | £15,250        | £370          |         | Yes     | No         | £250          | 1.3   |
| 24      |                | £250          |         | Yes     | Yes        | £250          | 5.7.4   |
| 25      |                | £549          |         | Yes     | Yes        | £250          |   |
| 26      | £250           | £250          | Yes     | Yes     | Yes        | £250          | 5.1   |
| 27      | £15,250        | £250          |         | Yes     | No         | £250          | 1.2,2.1,2.3,2.6,3.1,3.4                           |
| 28      | £7,870         | £7,500        |         | Yes     | Yes        | £250          | 1.5,5.1   |
| 29      | £2,750         | £100          |         | Yes     | No         | £100          |   |
| 30      |                |               | No      |         |            |               |   |
| 31      | £1,725         | £1,725        | Yes     |         | Yes        | £250          | 2.6   |
| 32      | £15,250        | £250          |         | Yes     | Yes        | £250          | 2.3,3.2d,4.1,5.1,                                 |
| 33      | £9,000         | £250          |         | Yes     | Yes        | £250          | 1.3,3.2,5.1                                       |
| 34      |                |               | No      |         |            |               |   |
| 35      | £500           | £250          |         | Yes     | Yes        | £250          | 1.3,5.1   |
| 36      |                |               | No      |         |            |               |   |
| 37      |                | £100          |         | Yes     | Yes        | £100          | 1.3,4.1   |
| 38      | £2,000         | £1,900        |         | Yes     | Yes        |               | 1.5,4.1   |
| 39      | £13,250        | £250          |         | Yes     | Yes        | £250          | 1.3,3.2c&d  |
| 40      | £13,525        | £250          |         | Yes     | Yes        | £250          | 1.3,5.1   |
| 41      | £250           | £250          | Yes     |         | Yes        | £250          | 2.1   |
| 42      | £8,000         |               |         | Yes     | Yes        | £250          | 1.5,4.2   |
| 43      |                |               | No      |         |            |               |   |
| 44      | £5,000         | £5,000        | Yes     |         | ?          |               | Misleading Information                            |
| 45      | £8,250         | £100          |         | Yes     | Yes        | £100          |   |
| 46      | £1,350         | £520          |         | Yes     | Yes        | £250          | 1.5,2.1   |
| 47      |                |               | No      |         |            |               |   |

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|--------------|-----------------|----------------|------------------------------|---------|------------|----------------|---|
| 48           | £12,250         | £150           |                              | Yes     | 50%        | £150           | 5.1   |
| 49           | £250            | £250           |                              | Yes     | Yes        | £250           | 1.5   |
| 50           | £512            | £512           |                              | Yes     | Yes        |                |   |
| 51           | £4,850          |                | No                           |         |            |                |   |
| 52           | £2,793          | £2,793         | Yes                          |         | Yes        |                | 1.5   |
| 53           | £600            | £500           |                              | Yes     | Yes        | £60            | 1.2, 2.6 - 1st July 4th Edition applies           |
| 54           | £7,426          |                | No                           |         |            |                |   |
| 55           | £5,376          | £724           |                              | Yes     | Yes        | £125           |   |
| 56           |                 |                | No                           |         |            |                |   |
| 57           | £15,000         | £0             |                              | Yes     | Yes        | £0             |   |
| 58           | £600            | £560           |                              | Yes     | Yes        | £60            | 2.6   |
| 59           | £2,797          |                | No                           |         |            |                |   |
| 60           | £8,799          | £0             |                              | Yes     | Yes        | £0             |   |
| 61           | £13,000         |                | No                           |         |            |                |   |
| 62           | £5,872          | £2,002         |                              | Yes     | Yes        | £250           | 1.5,2.1,2.6                                       |
| 63           | £1,047          |                | No                           |         |            |                |   |
| 64           | £15,250         | £250           |                              | Yes     | Yes        | £250           |   |
| 65           |                 | £250.00        |                              | Yes     | Yes        | £250           | 1.5   |
| 66           | £10,000         |                | No                           |         |            |                |   |
| 67           | £5,000          | £250           |                              | Yes     | Yes        | £250           | 1.5,2.1,2.6                                       |
| 68           |                 | £656           |                              | Yes     | Yes        | £250           |   |
| 69           |                 |                | No                           |         |            |                |   |
| 70           |                 | £250           |                              | Yes     | Yes        | £250           | 1.5   |
| 71           | £10,000         |                | No                           |         |            |                |   |
| 72           | £15,000         |                | No                           |         |            |                |   |
| 73           |                 | £250           |                              | Yes     | Yes        | £250           | 1.5,2.1,2.6                                       |
| 74           |                 | £656           |                              | Yes     | Yes        | £250           | 2.1   |
| 75           |                 |                | No                           |         |            |                |   |
| 76           |                 | £500           |                              | Yes     | Yes        | £500           | 1.1,1.3,1.5,2.1,3.1                               |
| 77           |                 | £100           |                              | Yes     | Yes        | £100           | 1.2,4.2,5.1                                       |
| 78           |                 |                | No                           |         |            |                |   |
| 79           | £15,000         | £12,299        |                              | Yes     | Yes        | £250           | 1.5,2.1,2.6,3.1                                   |
| 80           | £1,907          |                | No                           |         |            |                |   |
| 81           |                 | £5,000         |                              | Yes     | Yes        |                | 1.3,2.1   |
| 82           | £3,850          | £3,850         | Yes                          |         |            | £250           | 2.1   |
| 83           | £45,757         | £350           |                              | Yes     | Yes        |                | 1.5,2.1,2.6,5.1                                   |
| 84           |                 |                | No                           |         |            |                |   |
| 85           |                 |                | No                           | Stated  | Decision   |                | 5.1   |
| 86           |                 |                | No                           |         |            |                |   |
| 87           |                 |                |                              | Yes     | Yes        |                | 1.5   |
| <b>Total</b> | <b>£386,500</b> | <b>£61,165</b> |                              |         |            | <b>£11,095</b> | <b>To December 2017</b>                           |
|              |                 | 26             | FAILED                       |         |            |                |   |
|              |                 | 6              | Succeed                      |         |            |                |   |
|              |                 | 54             | Succeed (In Part)            |         |            |                |   |
|              |                 | 6              | No registration Fee returned |         |            |                |   |