

The UK Association of Letting Agents
Client Money Protection (CMP) Guarantee

Who is Covered:

Clients (landlords and tenants) of any current UKALA Member at the time of loss.

What is Covered:

Client Money held by a UKALA Member on behalf of a client.

What is the limit of cover:

The total of the Client Money which was being held by the UKALA member on behalf of the claimant.

Claim Procedure:

The claimant must submit a completed CMP claims form to UKALA within 365 days of becoming aware (or when they should have been aware) of a potential loss.

What is not covered:

Money which can be recovered from the UKALA member or another scheme or insurance.

Burden of Proof:

In order to establish proof of the loss:

- i) All and any information requested must be provided promptly and in any case within 28 days.
- ii) UKALA may require the claimant to be involved in legal proceedings against the UKALA member.

*Exclusions apply see Terms and conditions for details <https://www.ukala.org.uk/terms-and-conditions/>