



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

Who is Covered:

*Clients (landlords and tenants) of any **current** UKALA Member.*

What is Covered:

Client Money held by a UKALA Member on behalf of a Client (landlords and tenants).

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 notify UKALA in writing of the loss within 3 months of when they should reasonably have been aware of the 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.*