



London Warrant Enforcement

CUSTOMER CARE POLICY & COMPLAINTS PROCEDURE

*London Warrant Enforcement Ltd.
Registration No. 4388195 Registered Office: 20-22 Wenlock Road, London N1 7GU VAT Reg No. 795 5075 86*



London Warrant Enforcement operates the following policy.

Terminology

London Warrant Enforcement Ltd (*The company*), from now on referred to as LWE.

Creditor, this includes - a local authority, major or frequent judgment creditors in the civil courts, Government Departments and HM Courts and Tribunals Service to whom financial penalties are paid, and landlords undertaking the commercial rent arrears recovery (CRAR) process.

Debtor: a person who owes a sum of money - this may be a judgment debt or a criminal financial penalty fine which is in default or a liability order. The term "debtor" where appropriate and applicable, also covers individuals who are being wrongly pursued for a debt in respect of which they are not the actual debtor.

Controlled Goods: Taking control of goods is the procedure under a writ or warrant of control to secure the goods of a debtor. This involves taking of an inventory of the goods and where necessary having a controlled goods agreement relating to the use of those goods signed by the debtor.

Communications

By Post to:-

London Warrant Enforcement Ltd, 20-22 Wenlock Road, London N1 7GU. UK.

All correspondence is opened and scanned onto the system on the date of receipt.

Enquiries are made and if possible an immediate reply is made.

This is also the companies registered office for service of legal documents.

By telephone on (+44) 20 7608 5677.

All calls are answered by friendly and approachable staff member who although firm will be fair when answering a query and are always referred to their case worker where appropriate. Various checks are made to ensure we do not discuss particular cases with the wrong person. Calls are taken between 9.00am and 5.00pm Monday to Friday and 10.00am to 1.00pm on a Saturday. Individual officers are usually contactable throughout the day including weekends. Voicemail options are available where calls are usually responded to within the hour. If a caller calls within the UK and asks to be called back. We will do this at our expense.

A national rate telephone number is also provided for our Nationwide High Court Enforcement and Eviction Service on 0 845 287 4468.

By e-mail to a generic e-mail address, individual employees and departments are assigned specific e-mail addresses but in general members of the public can contact the company using enquiries@lw-e.co.uk where incoming traffic is checked regularly and usually responded to on receipt or at the latest within the hour. All staff have smartphones that support company e-mail facilities.

Facsimile correspondence or documents can be sent to our London office on (+44) 20 7788 3460,

A DX service is provided for creditors using the following address:-

London Warrant Enforcement
DX 315003
Brentford 5

DX facilities are not available to debtors or their representatives without prior consent.

Payments

We have a national agreement with Barclays Bank plc where payments can be made into any branch by way of BACS, CHAPS, Internet Banking, cash, draft, building society cheque or personal/company cheque where upon this will show onto our client account immediately during banking hours and posted onto the debtors account prior to 0900 on the next working day..

Our officers are discouraged to collect cash but where no other option is available will only be accepted in conjunction with our health and safety policy.

Cheques are not accepted under any circumstances at sales stage.

Ways To Pay (as displayed on company literature):-



IN PERSON at any branch of Barclays Bank or by BACS, CHAPS or internet transfer using the following information.

Bank: Barclays plc Branch: Hammersmith Sort Code: 20-35-93 SWIFTBIC: BARCGB22
IBAN: GB96 BARC 2035 9390 0032 55 Account No. 90003255 Account Name: LWE



PAY BY CREDIT OR DEBIT CARD VIA www.lw-e.co.uk/Online.aspx

All cards carry a Merchant Handling Fee



BY POST. In the modern age we tend to discourage payment by post in the form of a cheque, postal order, building society cheque or bankers draft but under exceptional circumstances and with the permission only of the agent dealing with your case make payable to LWE and send to London Warrant Enforcement, 20-22 Wenlock Road, London N1 7GU. This will however slow down the process.

Credit and Debit Card Payments

Security Information

Any transaction will take place within a secure payment system. We partner with Barclaycard who use 128 bit encrypted Secure Socket Layer (SSL) technology.

Your card details will not be stored by London Warrant Enforcement. They will only be taken by Barclaycard when making the payment. London Warrant Enforcement captures personal information about the payment you are about to make to ensure each payment can be identified and credited to the correct account.

LWE is Payment Card Industry Compliant (PCI)

Payment card industry (PCI) compliance is adherence to a set of security standards that were developed to protect card information during and after a financial transaction.

security**METRICS**[®]



Certificate of PCI DSS Merchant Compliance

Payment Card Industry Data Security Standards Validation

Based on the information provided by the merchant listed below involving its security policies, procedures, and regulations, SecurityMetrics has found the merchant to be compliant with the Payment Card Industry Data Security Standards (PCI DSS), endorsed by Visa, MasterCard, American Express, Discover, and JCB card brands.

LONDON WARRANT ENFORCEMENT

Last Passing Scan Date: NA

Self Assessment Questionnaire (B 2.0) Compliant Date: September 01, 2014

SecurityMetrics recognizes the merchant for its efforts to reduce credit card theft and fraud. By achieving PCI certification, this merchant is maintaining rigorous data security standards to ensure that its customer's credit card information remains safe and secure. In order to maintain PCI DSS compliance the merchant's self-assessment questionnaire must be passed every 12 months and any scans, if applicable, must be passed every 3 months.

www.securitymetrics.com
www.pcisecuritystandards.org

Ian Taylor
Director of Security Fulfillment

Payment Help

Payments taken at <http://www.lw-e.co.uk/Online.aspx> where it is necessary to fill out all the details on the form paying particular attention to ensuring the account number and contact details are correct.

Once completed and the "next" button is clicked it will transfer to the Barclaycard website ready to enter the card details.

Once payment is completed, the payee is returned back to our website where a print-out option is available confirming the payment details. The e-mail address that is provided on the form will also receive notification.

Enforcement officers automatically get notified of all transactions via e-mail from the Barclaycard platform whether successful or declined.

Complaints

At LWE we are proud that a very low number of complaints are recorded. All complaints are taken extremely seriously. They must be in writing and will be accepted preferably by e-mail to enquiries@lw-e.co.uk. They can also be sent by fax to 020 7788 3460 or post to The Director, London Warrant Enforcement, 20-22 Wenlock Road, London N1 7GU.

If a complaint or enquiry is received by e-mail it will be acknowledged by a non-automated response within 1 hour asking if required any further questions that may be helpful in responding to the complaint and usually answered in full within 4 hours. On some occasions further investigations will need to be made and the final response may take longer.

All other forms of communication will be responded to by first-class post within 7 days following receipt of the communication at our office.

Where a complaint cannot be resolved internally the complainant is advised to contact the creditor, the person who has instructed us; this maybe a local authority, landlord or private individual or company.

If you wish to complain about a certificated enforcement officer because you do not think he/she is fit to hold a certificate, you need to contact the county court which issued the certificate. We can provide you that information.

You should set out your complaint on the enforcement officers complaints form which can be obtained from any county court or the following internet link

<https://www.gov.uk/your-rights-bailiffs/how-to-complain-about-a-bailiff>.

CUSTOMER CARE CHARTER

At LWE I recognize that we have to offer two forms of customer care. The debtor who we are collecting from is also a customer and the creditor to whom we are providing a service.

All of our customers can expect:

To have their confidentiality and privacy respected.

To be treated honestly, fairly and equally regardless of their sex, sexual orientation, marital status, race, colour, nationality, ethnic ornational origin, religion, age, disability or union membership status.

Courtesy and helpfulness when they contact us.

To be listened to and honestly replied to.

Our letters and paperwork to be clear and easy to understand,

All notices to have accompanying explanation notes.

A clear point of contact at LWE who the customer may contact easily.

We are committed to:

Be easily contactable by telephone, fax, and e-mail.

Working within existing legislation and to the National Standards for Enforcement Agents 2014. <https://www.gov.uk/government/publications/bailiffs-and-enforcement-agents-national-standards>

Striving to continually improve our service to both creditor and debtor.

Monitor and review our recovery procedures to ensure that they are compatible with the highest ethical standards.

Train staff and keep them up to date with changes in legislation.

Working closely with our customers and to provide a service that you only get with a small dedicated company.

Treating everybody fairly and with the respect they are entitled.

LWE Customer Standards:

All telephone calls are targeted to be answered within 5 rings. If a call cannot be taken then we will call back at our expense.

All correspondence is dealt with within 1 to 5 working days.

Debtor faxes and e-mails are dealt with within that working day.

Client e-mails and instructions are dealt with within that working day.

I target to close a complaint within 7 working days

Debtors Responsibilities:

The debtor should behave lawfully and is encouraged to co-operate with the enforcement agent. This means that the debtors would be guilty of an offence if they intentionally:

Obstruct a person lawfully acting as an enforcement agent.

Interfere with controlled goods without lawful excuse.

A debtor or person guilty of such an offence is liable on summary conviction to:

- (a) imprisonment for a term not exceeding 51 weeks, or
- (b) a fine not exceeding level 4 on the standard scale, or
- (c) both.

Data Protection Act:

LWE is registered with the Information Commissioners Office, registration no. Z8501150.

We observe confidentiality of information in our possession and are aware of the dangers of disclosing information to third parties

Data protection relates to the personal data of an individual - it does not relate to a company.

Our Data Protection Principles are:

- personal data is processed fairly & lawfully
- is obtained for a lawful purpose only
- is adequate, relevant and not excessive
- is accurate and updated where necessary
- and be kept for no longer than is necessary for the purpose it is obtained.

By its nature, all data held is confidential and is respected as such.

We understand disclosing confidential information to a third party unconnected with the purpose the data was obtained is in breach of the DPA 1998 S55 and renders the LWE liable to prosecution.

Individuals or companies may make a 'Subject Access Request' to us which they believe may hold their personal data, and on payment of a modest fee, gain a copy of that data.



John Caldon
Director
London Warrant Enforcement Ltd