

Claimant Checklist

CISAS reference no.

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Claimant:

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Respondents:

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Action	Yes	No
1 CISAS Form, 'Application to use the communications and internet services adjudication scheme', signed and dated.		
2 Check Claim covers:		
i. Contract between customer and company:		
• Date of contract.		
• Who contract was made with.		
• Relevant terms of contract.		
• The cost.		
ii. Brief history of events.		
iii. Details of dispute / complaint		
iv. What you want the company to do and why:		
• Give an apology.		
• Give an explanation.		
• Pay compensation and how much.		
• Give a product or service, specify.		
• Take some action, specify.		
v Offers of settlement:		
• Has any offer of settlement been made, if so what.		
• Date of offer.		
• Has any compensation been paid, if so how much and when.		
• Have you been asked to return compensation, if so when.		
• Have you returned compensation, if so when.		
3 Written acceptance for dispute to be settled under CISAS.		
4. Relevant documents e.g.		
• Bills	• Service agreement	• Price schedule
• Letters	• Debt recovery	• Product guide

If all answers are yes or you are satisfied that any departures are justified forward Claim and supporting documents to CISAS