

Customer 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