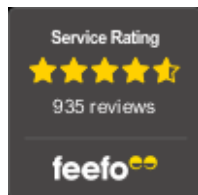


crystal group

Enhancing Financial Wellbeing

Since 2009



INVESTORS
IN PEOPLE

crystal

Who are the Crystal Group?

- A group of associated companies providing financial services with the Mission to Enhance Financial Wellbeing for our clients
- Our services are connected around the goals of 'Recover, grow and protect'
- The group consists of;

crystal legal

Crystal financial

Crystal ClearLaw*

- We've been helping consumers and business since our formation in 2009

*Crystal Clear Law is a NewCo - soon to be trading

crystal

What do we do?

- For 10 years we've supported our clients through the process of obtaining redress
- We provide a range of regulated products and services through our Crewe Head office, employing over 100 dedicated staff
- We provide a supportive and customer-centric claims process for recovery of mis-sold financial products including;
 - Payment protection insurance,
 - High cost lending,
 - packaged bank accounts, and
 - other consumer credit-based products
- In the last 10 years we've helped over 100,000 consumers
- We've recovered over **£100 million** on their behalf
 - We're consumer champions who tackle on the poor practices of UK banks



Gawsorth House, Crewe. Crystal group office

crystal

Growth and expansion



- Since 2018 we've been adding new services to the portfolio, including
- Pension review & enhancement
- Life insurance and protection products
- Home and contents cover
- Comparison switch and save
- And a roadmap of further services through 2019 and beyond are planned

Supporting business. A trusted partner

- We have a growing arm who are focused on providing managed reclaim services to B2B sector
- Our clients include Insolvency Practitioners, Executors, Solicitors who represent consumers in the process of recovering financial assets
- These clients choose Crystal group to provide reputationally-affecting services built on capability, competence, trust and professionalism



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Delivering 1st class. Our pedigree

- **Competent** – We've assisted over 100,000 customers and achieved recovered over £100m of redress in the process
- **Regulatory & standards** – We're FCA regulated, hold a suite of ISO accreditations including ISO9001 Quality, ISO27001 Information security, PFCFA
- **Professional** - we're long term members of the Professional Financial Claims Association (www.PFCFA.org.uk) driving higher standards in claims
- **Customer centric** – we're rated 4.6/5 by our clients via Feefo (www.crystallegal.com)
- **Employee focused** – We hold Investor In People and our employees rate us 4.3/5 on Glassdoor See www.Crystalcareers.co.uk
- **Social responsibility** – strong charity committee supporting local and National good causes

£100m
redress



Company Rating

4.5



crystal

Customer feedback reviews

<https://ww2.feefo.com/reviews/crystal-legal>

Customer Experience



 Mr Graham Ellis

3 months ago

'excellent service'

brilliant no fuss company, kept intouch with me all the way and found ppi that I didn't know I had.

I would defo use this company
many thanks

Customer Experience




 Trusted Customer

3 months ago

I would recommend Crystal to my friends as they were so professional in handling my case they spoke to me in an understanding way

Customer Experience




 Mrs Sarah James

3 months ago

Every detail was explained along the way, by staff who were friendly and knowledgeable, would definitely recommend.

Customer Experience



 Mr Stephen Emery in Weston super Mare

4 months ago

'Amazing and Brilliant'

After being bombarded by so many companies trying to convince me about PPI I Finally contacted "Crystal Legal" I did not think I had Ever had PPI, I was wrong, Crystal Legal were BRILLIANT, not only were they a pleasure to deal with, they also got me back just under £10,000, Incredible, I would highly recommend this company. ^ Read less

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