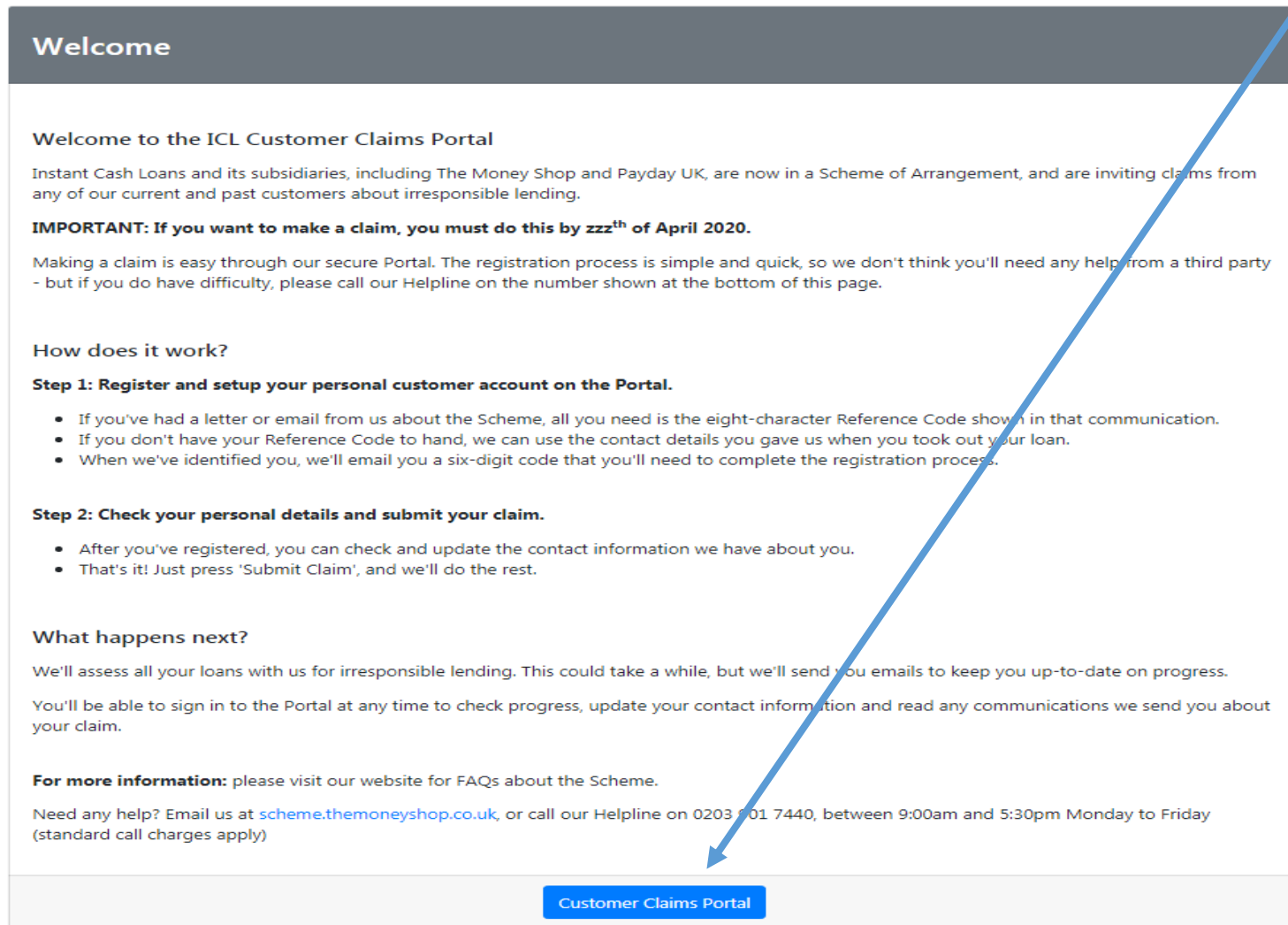


Welcome

Please click onto the “Customer Claims Portal” link to enter our Online Portal.



Welcome

Welcome to the ICL Customer Claims Portal

Instant Cash Loans and its subsidiaries, including The Money Shop and Payday UK, are now in a Scheme of Arrangement, and are inviting claims from any of our current and past customers about irresponsible lending.

IMPORTANT: If you want to make a claim, you must do this by zzzth of April 2020.

Making a claim is easy through our secure Portal. The registration process is simple and quick, so we don't think you'll need any help from a third party - but if you do have difficulty, please call our Helpline on the number shown at the bottom of this page.

How does it work?

Step 1: Register and setup your personal customer account on the Portal.

- If you've had a letter or email from us about the Scheme, all you need is the eight-character Reference Code shown in that communication.
- If you don't have your Reference Code to hand, we can use the contact details you gave us when you took out your loan.
- When we've identified you, we'll email you a six-digit code that you'll need to complete the registration process.

Step 2: Check your personal details and submit your claim.

- After you've registered, you can check and update the contact information we have about you.
- That's it! Just press 'Submit Claim', and we'll do the rest.

What happens next?

We'll assess all your loans with us for irresponsible lending. This could take a while, but we'll send you emails to keep you up-to-date on progress.

You'll be able to sign in to the Portal at any time to check progress, update your contact information and read any communications we send you about your claim.

For more information: please visit our website for FAQs about the Scheme.

Need any help? Email us at scheme.themoneyshop.co.uk, or call our Helpline on 0203 701 7440, between 9:00am and 5:30pm Monday to Friday (standard call charges apply)

[Customer Claims Portal](#)

Sign In/Register

As a new Customer, please click on the “Register” link to verify yourself in the Portal.

The Money Shop

Welcome to the Customer Claims Portal

Is this your first visit? Please click 'Register' to start making your claim.
If you are a returning customer, please Sign In to view your account.

[Sign In](#)

[Register](#)

Register – primary authentication page

To register your claim, you must input your reference number which we will have sent to you as part of our Invitation to Complain. You should have received this via an email or letter. Please also input your date of birth to match our records.

The Money Shop

Reference numbers are 8 characters long with a hyphen between 4 digits. E.g XX15-XX15

To help us identify you, please give us the following information:

(NB if you are a third party, please enter the details of the customer you are representing.)

Your Reference

(this is an eight-character code that you will find at the top left of the letter/body of the email we sent you about the introduction of the Scheme)

[I do not have my Reference](#)

Date of Birth

Submit

Need some help? Email us at scheme@themoneyshop.co.uk or call our Helpline on 0203 9017 440 between 9am and 5pm, Monday to Friday.

If you have not received a reference number, please click the “I do not have my reference” link.

Once input, please click “Submit”.

Register – Secondary authentication page

If you have not received a reference number, don't worry, we can still register you with some further pieces of information. Please input your name, date of birth, postcode or Loan ID. If these details match the database, you will be verified as a valid customer.

The Money Shop

Don't have your Reference to hand? Don't worry – we can still identify you, using the details you gave us when taking out your loan (or any of your loans, if you have had more than one):

First name

Last name (at time of lending)

Date of Birth

Postcode (at time of lending)

Loan ID (if known)

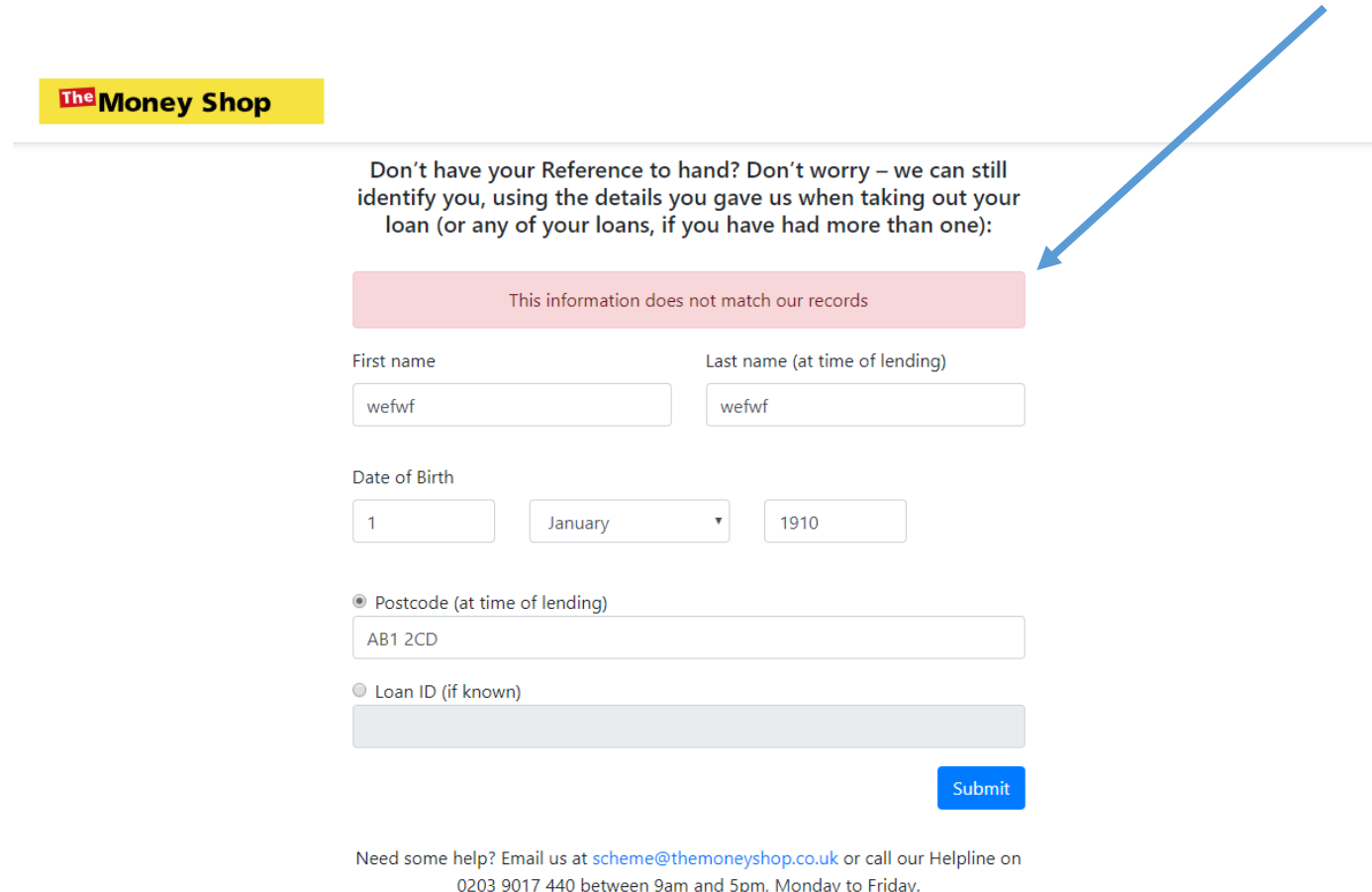
Submit

Need some help? Email us at scheme@themoneyshop.co.uk or call our Helpline on 0203 9017 440 between 9am and 5pm, Monday to Friday.

Please be aware that some of the information we hold is out of date due to the time you may have lent from us. Please input any postcodes or names you may have had at the time of lending.

Register – incorrect information

If your information does not match our records the following message will show.



The Money Shop

Don't have your Reference to hand? Don't worry – we can still identify you, using the details you gave us when taking out your loan (or any of your loans, if you have had more than one):

This information does not match our records

First name Last name (at time of lending)

Date of Birth

Postcode (at time of lending)

Loan ID (if known)

Need some help? Email us at scheme@themoneyshop.co.uk or call our Helpline on 0203 9017 440 between 9am and 5pm, Monday to Friday.

Register – Failed all attempts

After three attempts, the following message will show. Please contact us on the information provided below if you need assistance.

The Money Shop

Sorry - the information you've given us doesn't match the details we hold for any of our customers.

Have you moved, or changed your name since we were last in touch? It's important you give us the details you used when you took out a loan with us.

Are you sure your loan was provided by one of our companies? You can check the different brands that the Scheme covers at themoneyshop.com.

Need some help? Email us at scheme@themoneyshop.co.uk or call us on 0203 9017 440 between 9am and 5pm, Monday to Friday.

To re-attempt registration using further details, please close down your browser and re-open the portal link from our website.

Register – Authentication success: send verification code

If you have input successful verification information, you will be taken to the registration screen. Please input an email address you wish to be contacted on ongoing.

The Money Shop

Confirm your email address

Please enter the email address you want to use to sign in to the Portal. We'll also use this address to keep you up to date about your claim.

Email Address

To confirm that this is your email account, we'll send you a six-digit code, which you'll need to enter below. The code will expire after 30 minutes, so please make sure you have access to your email account when you press 'send code'. If you have a problem, please repeat this step, or call our Helpline on the number shown below.

[Send verification code](#)

New Password

Confirm New Password

[Create](#)

[Cancel](#)

Need some help? Email us at scheme@themoneyshop.co.uk or call our Helpline on 0203 9017 440 between 9am and 5pm, Monday to Friday.

Please click on “send verification” to issue a personal verification code to your email address

Register – Authentication success: verify code

Once you have received your verification code, please input the 6 digit number and click “verify code”.

The screenshot shows a registration page for 'The Money Shop'. The page title is 'Confirm your email address'. Below the title, there is a paragraph: 'Please enter the email address you want to use to sign in to the Portal. We'll also use this address to keep you up to date about your claim.' The form contains several fields: 'Email Address' with the value 'test@mail.com', 'Verification code' (empty), 'New Password', and 'Confirm New Password'. There are two buttons below the verification code field: 'Verify code' and 'Send new code'. At the bottom of the form, there are 'Create' and 'Cancel' buttons. A footer contains links for 'Cookie Policy', 'Privacy Policy', 'Acceptable Use Policy', and copyright information '© 2005-2019 Instant Cash Loans Limited'. A blue arrow points from the 'Verify code' button to the text 'verify code' in the first paragraph. Another blue arrow points from the 'Send new code' button to the text 'send new code' in the second paragraph.

The Money Shop

Confirm your email address

Please enter the email address you want to use to sign in to the Portal. We'll also use this address to keep you up to date about your claim.

Email Address
test@mail.com

To confirm that this is your email account, we'll send you a six-digit code, which you'll need to enter below. The code will expire after 30 minutes, so please make sure you have access to your email account when you press 'send code'. If you have a problem, please repeat this step, or call our Helpline on the number shown below.

Verification code
Verification code

Verify code Send new code

New Password
New Password

Confirm New Password
Confirm New Password

Create Cancel

Need some help? Email us at scheme@themoneyshop.co.uk or call our Helpline on 0203 9017 440 between 9am and 5pm, Monday to Friday.

[Cookie Policy](#) [Privacy Policy](#) [Acceptable Use Policy](#) © 2005-2019 Instant Cash Loans Limited

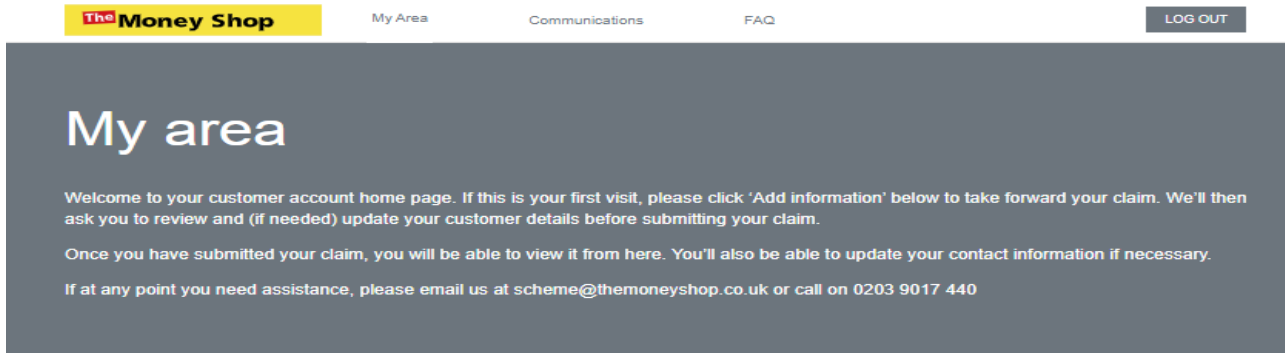
If you do not receive the code, you can click on “send new code” to re-send a new code.

Once you have verified the code you should then input a password you would like to use as your login ongoing.

Please keep note of this password as this will be used to sign into the Portal any time you see an update.

My Area

Once registered in the Portal, you should see your name and claim status. Please click on the “Add Information” link to take you through to claim submission.



The screenshot shows the top navigation bar with the 'The Money Shop' logo on the left and 'My Area', 'Communications', 'FAQ', and 'LOG OUT' links on the right. Below the navigation bar is a dark grey header area with the title 'My area' in large white text. Underneath the title is a welcome message: 'Welcome to your customer account home page. If this is your first visit, please click 'Add information' below to take forward your claim. We'll then ask you to review and (if needed) update your customer details before submitting your claim.' This is followed by two lines of text: 'Once you have submitted your claim, you will be able to view it from here. You'll also be able to update your contact information if necessary.' and 'If at any point you need assistance, please email us at scheme@themoneyshop.co.uk or call on 0203 9017 440'.

Customer Name	Claim Status
sdsa ghgfh	Add information

Sign In

Any time you wish to sign back into the Portal you should click on “Sign In” and will be taken to the screen below where you will be asked to input your email address and password set up in Registration.

The Money Shop

Please sign in to view your Customer Account

Email address

(the email address you gave us when you first registered)

Password [Forgot your password?](#)

Sign in