

Scheme of Arrangement – How to Reset your Password

November 2020

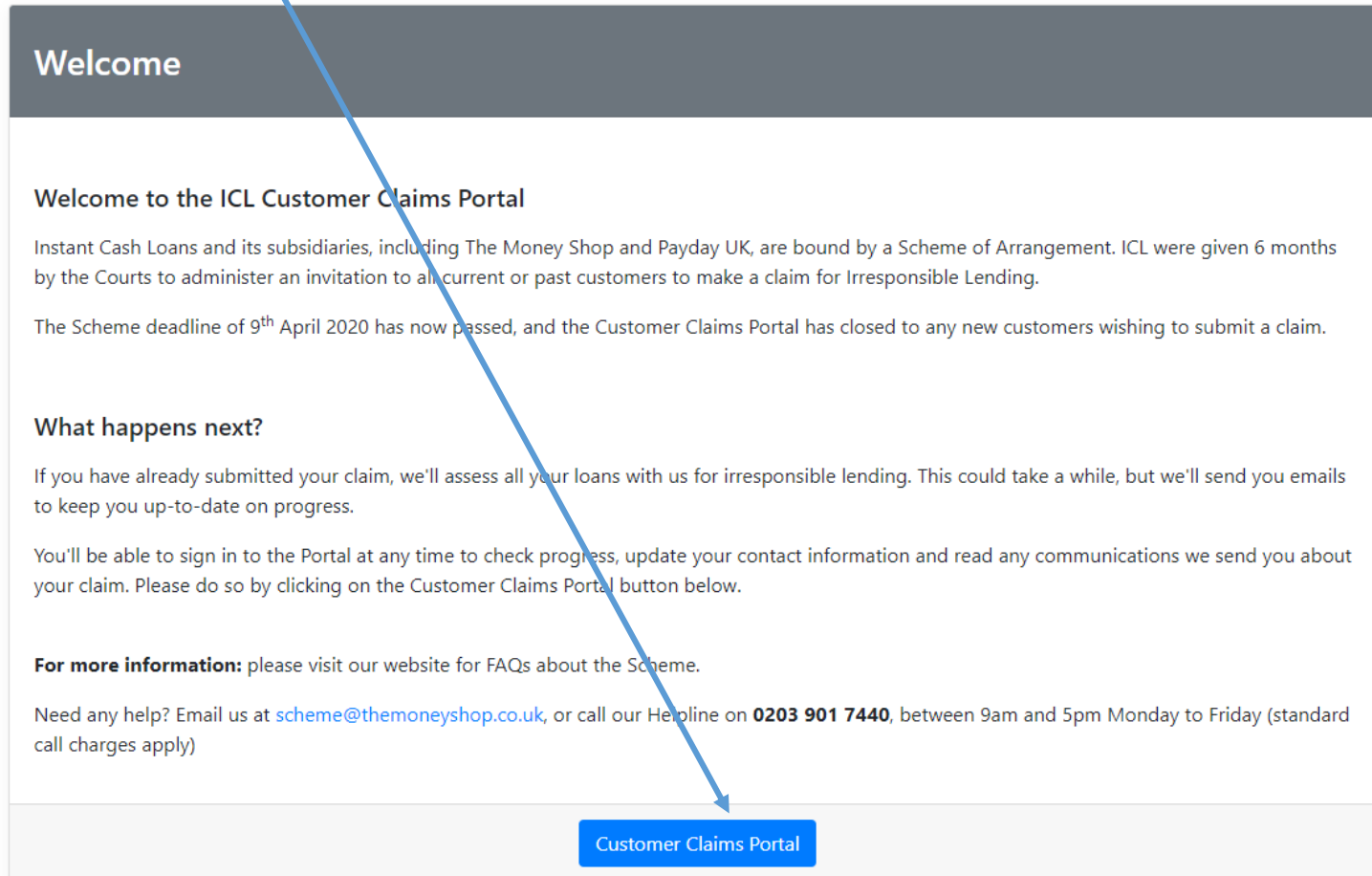
I have forgotten my password – what do I do?

This guide explains how you can reset your password in the Portal if you are currently unable to log in.

- If you originally registered in our Customer Claims Portal then you will have been given a login at the point you submitted your claim.
- You will need the email address you used originally to register in the Portal.
- If you no longer have access to this email address or have forgotten which email address you used, please email us at scheme@themoneyshop.co.uk or call us on 0203 901 7440 and one of our team will be happy to help.

Visit www.themoneyshop.com/Claim

To access the Claims Portal please visit our website and click on the Claims Portal link on the Home Page.



Welcome

Welcome to the ICL Customer Claims Portal

Instant Cash Loans and its subsidiaries, including The Money Shop and Payday UK, are bound by a Scheme of Arrangement. ICL were given 6 months by the Courts to administer an invitation to all current or past customers to make a claim for Irresponsible Lending.

The Scheme deadline of 9th April 2020 has now passed, and the Customer Claims Portal has closed to any new customers wishing to submit a claim.

What happens next?

If you have already submitted your claim, 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. Please do so by clicking on the Customer Claims Portal button below.

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 901 7440**, between 9am and 5pm Monday to Friday (standard call charges apply)

[Customer Claims Portal](#)

Access the Portal

The Money Shop

Welcome to the Customer Claims Portal

Please press continue to Sign in

Continue

Please click "Continue" and then "Sign In" to be taken to the sign in page.

The Money Shop

Welcome to the Customer Claims Portal

Please 'Sign In' to view your account.

Sign In

Forgotten your Password?

You will be taken to the sign in page. Here you can enter your email address and password to access your Claim.

If you have forgotten your password please click on the link “Forgotten your password?”

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

Password Reset

You will need to enter the email address first used to register your claim in the Portal.

Type this into the email address field and click “Send Verification”.

The Money Shop

Password reset

To reset your password please input the email address you registered with on the Customer Claims Portal.

Send verification code

Continue

Cancel

Password Reset

A second drop down will appear asking for the verification code you have just been sent.

You will receive an email stating a 6 digit verification code.

Do not exit the browser you are on. Please view your email in a separate browser.

Please then enter the 6 digit code and select “verify code”. This should be correct and should then allow you to “continue.”

The Money Shop

Password reset

To reset your password please input the email address you registered with on the Customer Claims Portal.

Verification code has been sent to your inbox. Please copy it to the input box below.

test.user@themoneyshop.co.uk

Verification code

123456

Verify code

Send new code

Continue

Cancel

Change Email

If you no longer wish to use the original email address, you can select “change email” to set-up a new email address.

If you’re happy to remain with the same email address, please select “Continue”.

The Money Shop

Password reset

To reset your password please input the email address you registered with on the Customer Claims Portal.

E-mail address verified. You can now continue.

██████████@themoneyshop.co.uk

Change e-mail

Continue

Cancel

Password Reset

Please enter a new password and reconfirm that password in both fields indicated below.
Then click “Continue”.

The Money Shop

Password reset

To reset your password please input the email address you registered with on the Customer Claims Portal.

New Password

Confirm New Password

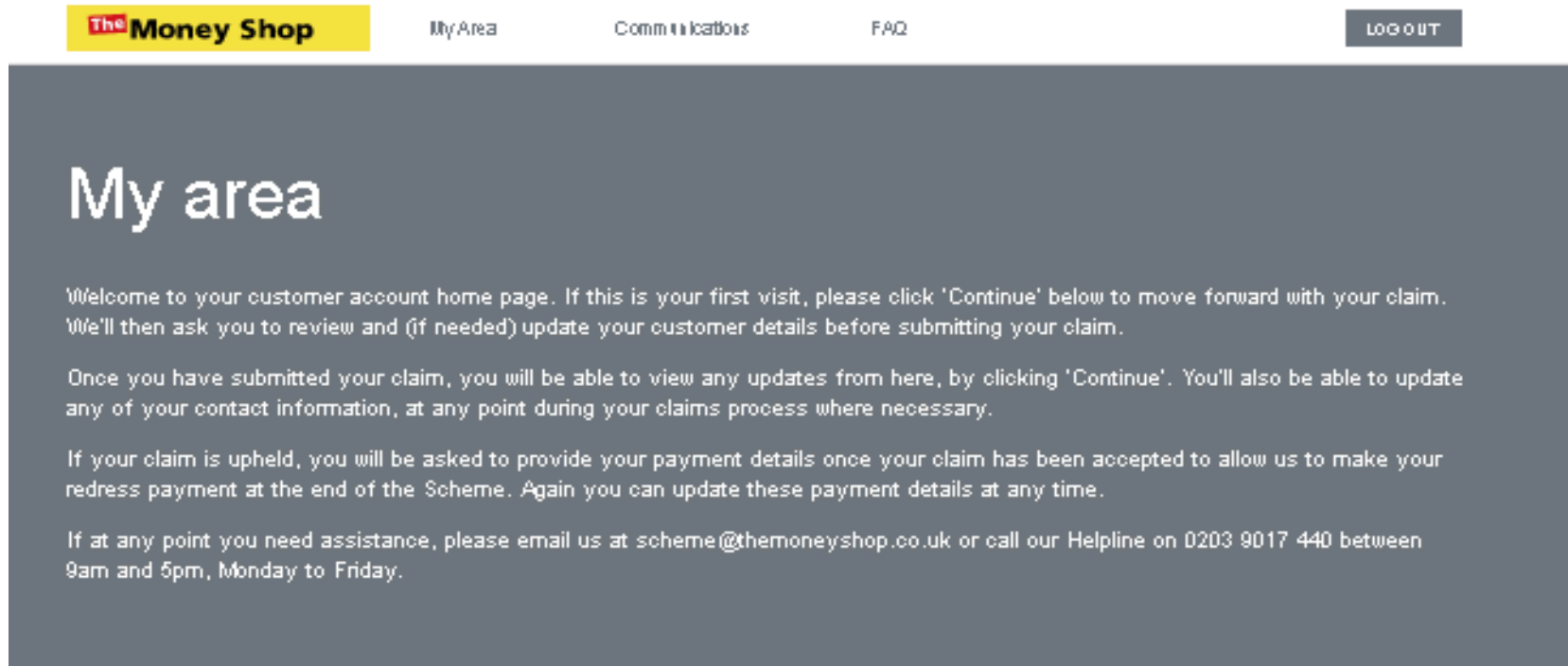
Continue

Cancel

Successfully reset password

You should then be taken to your claim in the Claims Portal.

Please use the email address and new password any time you wish to review your claim.



The screenshot shows the 'My area' page of The Money Shop. At the top, there is a navigation bar with the 'The Money Shop' logo on the left, and links for 'My Area', 'Communications', and 'FAQ' in the center. A 'LOG OUT' button is located on the right side of the navigation bar. The main content area has a dark grey background with the heading 'My area' in large white text. Below the heading, there are three paragraphs of text providing instructions and information for users. The first paragraph welcomes the user and explains the next steps for a first-time visitor. The second paragraph describes the user's ability to view updates and update contact information. The third paragraph explains the payment process if the claim is upheld. The fourth paragraph provides contact information for assistance.

The Money Shop My Area Communications FAQ LOG OUT

My area

Welcome to your customer account home page. If this is your first visit, please click 'Continue' below to move forward with your claim. We'll then ask you to review and (if needed) update your customer details before submitting your claim.

Once you have submitted your claim, you will be able to view any updates from here, by clicking 'Continue'. You'll also be able to update any of your contact information, at any point during your claims process where necessary.

If your claim is upheld, you will be asked to provide your payment details once your claim has been accepted to allow us to make your redress payment at the end of the Scheme. Again you can update these payment details at any time.

If at any point you need assistance, please email us at scheme@themoneyshop.co.uk or call our Helpline on 0203 9017 440 between 9am and 5pm, Monday to Friday.

Customer Name

Claim Status