

The UK Association of Letting Agents
Client Money Protection (CMP) Guarantee

Who is Covered:

Clients (landlords and tenants) of any UKALA Member who was in membership at the time of the loss.

What is Covered:

Client Money stolen or misappropriated by a UKALA Member who has become insolvent.

What is the limit of cover:

UKALA Total Loss CMP
(UKALA members holding less than £5M client money):

*The total Client Money which was being held by the UKALA member on behalf of the claimants.**

UKALA Larger Agent CMP:
(UKALA members holding more than £5m client money)

*All client money held by the UKALA member on behalf of the claimants up to £5M in the aggregate in respect of any one member.**

How to start a Claim

<https://www.ukala.org.uk/about-us/complaints-process/>

Exclusions apply see Terms and Conditions for details

<https://www.ukala.org.uk/cmp-terms-and-conditions/>

* Claims limited to £10M in the aggregate in respect of all claims in any one year.