

## **Francis Louis Information**

Francis Louis is a trading name of:

- Francis Louis (Exeter) Limited: a private limited company incorporated in England with company number 11369632 and registered office at 70 South Street, Exeter EX1 1EG (**Francis Louis Exeter**)
- Francis Louis Maintenance Limited: a private limited company incorporated in England with company number 16241865 and registered office at 70 South Street, Exeter EX1 1EG
- Francis Louis Cleaning Limited: a private limited company incorporated in England with company number 16662521 and registered office at 70 South Street, Exeter EX1 1EG

The table below sets out the information that Francis Louis is required to make available publicly:

Item	Information
Redress Scheme Membership	<p>All estate agents must sign up to a Government-approved redress scheme – redress schemes are designed to handle and resolve property-related disputes that cannot be resolved via the normal in-house complaints procedure. Francis Louis Exeter is a member of The Property Ombudsman scheme</p> <p>Relevant details:</p> <ul style="list-style-type: none"><li>• Membership number: T02279</li><li>• Contact: 01722 333306 / visit <a href="http://tpos.co.uk">tpos.co.uk</a></li></ul> <p>The redress scheme name and digital logo are published on our website</p>
Client Money Protection (CMP) Scheme	<p>All letting agents must sign up to a Government-approved CMP scheme – CMP schemes reimburse landlords and tenants if a letting agent misappropriates rent, a deposit or other funds or in case of a letting agent's insolvency. Francis Louis Exeter is a member of Propertymark's CMP scheme</p> <p>Relevant details:</p> <ul style="list-style-type: none"><li>• Membership number: C0141044</li><li>• Contact: 01926 496 800 / <a href="mailto:help@propertymark.co.uk">help@propertymark.co.uk</a></li></ul>

	The CMP scheme name and digital logo, together with related certificates, are published on our website
Anti-Money Laundering (AML) Registration	Francis Louis Exeter carries out estate agency work and is registered at HM Revenue and Customs for anti-money laundering supervision. Further information can be supplied on request
Fees	Our sales and lettings fees are published on our website (via “Sell with Us” and “Let with Us”)
Complaints Procedure	Francis Louis Exeter’s Complaints Procedure is published on our website (via “Complaints Procedure”)
Professional Indemnity Insurance	The details of our professional indemnity insurance can be supplied on request
Company-related information	All information that must be made available in relation to Francis Louis is contained in this document and / or published on our website