

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

Who is Covered:

Clients (landlords and tenants) of any property agent who was a UKALA member and has become insolvent. For the avoidance of doubt, clients of agents who were UKALA members but subsequently joined another CMP scheme are not covered by us.

What is Covered:

Client Money stolen or misappropriated by a property agent before their UKALA membership ceased.

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.**

UKALA CMP solicitor Scheme:

Please contact UKALA for details.

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.