

Terms and Conditions Find People 4U.Ltd

Company No 6705937

01 01 2010

By submitting a trace to this website you are entering into a legal contract with Find People4u Ltd. If you are not serious about tracing a missing person or absent birth parent please do not waste out time by making a tracing submission.

Tracing Fees Costs.

Full UK trace deposit £ 39.99 non refundable

Birth Parent Trace deposit £ 59.99 non refundable

Successful trace fee only payable upon successfully tracing the missing person:

Full UK successful trace fee £ 60

Birth Parent successful trace fee £ 99.99

Comment. The difference in tracing fee is due to the amount of work required to trace a birth parent.

Full UK missing person tracing service

We offer a UK FULL TRACE service. We can provide this service at this pricing level because we enjoy a success rate well over 90% in relation to our full trace UK instructions. All instructions for tracing services are carried out by private detectives working for Find People4u Ltd.

We ask for and you agree to upon submission and instruction for our service to supply a non refundable deposit (£39.99) for our non trade trace instructions to both cover our base trace costs i.e. labour costs (Not information recovery i.e. public records) and to verify you our client and to confirm your serious intent in sourcing this information and to cover our base trace labour costs. The final payment £ 60 normal trace is not payable until we trace the subject of our investigations.

If you are not serious about our service please do not waste our money and time in submitting an instruction. All trace instructions incur costs in both time and resources. We will take action to recover all trace payments we are contractually entitled to. You agree to this by submitting a request for us to work on your behalf .It is agreed that all information supplied to you is furnished for your private use only and cannot be shown to any other person or used in any legal action without our prior written permission.

We undertake investigations on behalf of the client (you) on the basis that your request for information is as you state in your on line application or from an instruction taken over the telephone and that you have no unlawful intent in sourcing any information we provide you. If we find evidence or suspect that you have lied to us we will cancel the trace with no refund available

and furthermore if we receive a request from the police we will/may provide them with any material they require to further their investigations.

We reserve the right to withdraw our services without any explanation (without any refund of monies paid) from your instructions if we believe you have not made a full disclosure of all known information material to our investigations or that you have any unlawful intent in procuring any information we supply or that we are not comfortable providing you our client with any further information either because you are abusive or rude with our investigators or if you have lied or misled us upon your submission form or not supplied accurate residence details or telephone contact details for yourself (for the avoidance of any doubt we need to be able to contact you, a current telephone/mobile number is needed because this causes unnecessary wasted time and resources) .If we cannot make contact with you we will disengage from the investigation, we do not have the time to make numerous calls to mobiles that are never switched on. In these circumstances no refund of any monies paid will be offered.

The reason for needing to contact you is clear and honest, tracing agents and other similar services have in the past been used by clients to source information on others for unlawful reasons. Those reasons may include stalking, child abduction and other more sinister reasons. We may need to contact you in person to confirm both information you have supplied and your identity.

Full UK trace £ 99.99 not birth parent

The following checks are undertaken on your behalf (You are considered the Data controller).

1. All available public records are checked.
2. Credit files are applied for when and if available (judgement debtors).
3. Death records are checked in all cases and if the target is identified as being deceased our full investigation fee is still payable in full.
4. Company information and director search
5. Local Inquiries/ Investigations are undertaken by our experienced Private detectives upon the Intelligence gleaned.
6. We will work towards supplying you with mobile and landline telephone numbers for the trace subject.
6. We will continue to Search/Trace for the individual or organisation until such time as we are satisfied the trace subject is not positively traceable this may be many months from submission. No investigation whether in the UK or abroad can be held to a timeline. Local inquiries are made and unless you give us written permission no direct contact will be made with the trace subject and we promise to not divulge your information to any third party unless ordered to do so by a court order or by the Police or you fail to comply with our terms of trade. An employee of Find People4u Ltd (Ian Hurst d) is a licensed debt collector and is fully regulated by the OFT (Credit Licence No 593325) and the DPA (ICO Licence No Z9764360). We provide updates to investigations only upon positive information being gleaned from investigations; we do not provide routine meaningless updates to the client. We dedicate our time to investigations and unless we have positive information to report

we will not routinely contact you. You are invited and welcome to request an update via email on updates@findpeople4u.co.uk or you can inspect the case from within your tracing account. All information will be stored and detailed from within your tracing account and it is available 24 Hrs a day 7 days a week.

Definition of a Full UK trace

A FULL trace is described as the procurement of information which identifies either the past address/ death of the trace subject? /confirm a current or new forwarding address from the last known supplied address of the subject of the trace instruction. It is the client's responsibility to make a full and detailed declaration of all known information and in particular previous addresses for the trace subject. If we supply an address which was previously known to you our client that you have not previously declared no refund of any monies either paid or due will be made under any circumstances.

If you are not serious about our service please do not waste our money and time in submitting an instruction. All trace instructions incur costs in both time and resources. We will take action to recover all trace payments we are contractually entitled to.

You agree to this by submitting a request for us to work on your behalf .It is agreed that all information supplied to you is furnished for your private use only and cannot be shown to any other person or used in any legal action without our written prior permission.

We undertake investigations on behalf of the client (you) on the basis that your request for information is as you state in your on line application or from an instruction taken over the telephone and that you have no unlawful intent in sourcing any information we provide you. If we find evidence or suspect that you have lied to us we will cancel the trace instruction with no refund available and furthermore if we receive a request from the police we will/may provide them with any material they require to further their investigations.

UK Birth Parent Tracing Service £ 159.98

FULL Tracing Service including Birth PARENT/Adoption Search Total Fee £159.98 Initial non refundable trace fee £ 59.99 (this charge covers our research (labour) costs into investigating your tracing instruction.

Final fee only payable upon tracing your birth parent £ 99.99

Total fee payable for our trace service labour costs £ 159.98

During the course of an investigation it is possible a public record may be required to obtain information detailed within that record, without obtaining that record it may not be possible to complete the tracing instruction. The cost of that public record is £ 29.99. Any public record required to be researched identified and recovered for example, birth, marriage, death record, and property registry title documents etc will be charged at £ 29.99

Definition of a successful birth parent trace.

A FULL trace is described as the procurement of information which identifies either the past address/ death of the trace subject? /confirm a current or new forwarding address from the last known supplied address of the subject of the trace instruction. It is the client's responsibility to make a full and detailed declaration of all known information and in particular previous addresses for the trace subject. If we supply an address which was previously known to you our client that you have not previously declared no refund of any monies either paid or due will be made under any circumstances.

If you are not serious about our service please do not waste our money and time in submitting an instruction. All trace instructions incur costs in both time and resources. We will take action to recover all trace payments we are contractually entitled to.

You agree to this by submitting a request for us to work on your behalf .It is agreed that all information supplied to you is furnished for your private use only and cannot be shown to any other person or used in any legal action.

We undertake investigations on behalf of the client (you) on the basis that your request for information is as you state in your on line application or from an instruction taken over the telephone and that you have no unlawful intent in sourcing any information we provide you. If we find evidence or suspect that you have lied to us we will cancel the trace instruction with no refund available and furthermore if we receive a request from the police we will/may provide them with any material they require to further their investigations.

We reserve the right to withdraw our services without any explanation (without any refund of monies paid) from your instructions if we believe you have not made a full disclosure of all known information material to our investigations or that you have any unlawful intent in procuring any information we supply or that we are not comfortable providing you our client with any further information either because you are abusive or rude with our investigators or if you have lied or misled us upon your submission form or not supplied accurate residence details or telephone contact details for yourself (for the avoidance of any doubt we need to be able to contact you, a current telephone/mobile number is needed because this causes unnecessary wasted time and resources) .If we cannot make contact with you we will disengage from the investigation, we do not have the time to make numerous calls to mobile telephone numbers that are never switched on or left on voice mail.

In these circumstances no refund of any monies paid will be offered. You agree to this upon submission to our tracing service. The reason for needing to contact you is clear and honest, tracing agents and other similar services have in the past been used by clients to source information on others for unlawful reasons. Those reasons may include stalking, child abduction and other more sinister reasons. We may need to contact you in person to confirm both information you have supplied and your identity.

The following checks are undertaken on your behalf (You are considered the Data controller).

1. All available public records are checked.
2. All public records are consulted /researched

3. Death records are checked in all cases and if the target is identified as being deceased our full investigation fee is still payable in full. We will trace the informant detailed upon the death certificate to a last known address.

4. Company information and director search

5. Local Inquiries/ Investigations are undertaken by our experienced Private detectives upon the Intelligence gleaned.

6. We will work towards supplying you with mobile and landline telephone numbers for the trace subject.

7. We will continue to Search/Trace for the individual or organisation until such time as we are satisfied the trace subject is not positively traceable this may be many months from submission. No investigation whether in the UK or abroad can be held to a timeline.

On occasions it is necessary to confirm the ownership of a residence of an individual prior to confirming to you the client the current residence of the trace individual. The cost of that land registry record is £ 29.99. If it is deemed necessary by our investigators to verify the trace, you agree to pay this fee without further reference to you prior to purchase. It may also be necessary to purchase a replacement marriage or birth or death certificate to gain the information contained within that record. The cost of that record is £ 29.99. If you do not want to proceed with a trace instruction or do not accept our terms of trade you should not submit an application and instruct Find people 4u Ltd to commence investigations. Once submitted the trace is ongoing and our instructions are live and in place until such time as we receive and acknowledge in writing to you our agreement to cease the investigations , the client accepts they have no rights to any refunds of monies paid under any circumstances.

General tracing points covering all instructions

Local inquiries are made and unless you give us written permission no direct contact will be made with the trace subject and we promise to not divulge your information to any third party unless ordered to do so by a court order or by the Police or you fail to comply with our terms of trade. We (Ian Hurst director) are fully regulated by the OFT (Credit Licence No 593325) and the DPA (ICO Licence No Z9764360).

All invoices or requests for payments should be paid within 7 working days including commercial invoices unless credit has been negotiated and agreed to previously. Failure to pay an invoice within 7 working days will incur a surcharge of £ 50 and for commercial invoices and instructions the late payment act will be applied and enforced. The £ 50 surcharge is in addition to any legal costs. We recommend that you use the information as a guide only and it is accepted that Find people 4u Ltd or any of its trading names cannot be held liable for any wrong information supplied or seek any refund upon any wrong information being supplied to you our client and you agree to indemnify Find People 4u Ltd from any legal action taken out against them in respect to any trace instruction or recovery of debt action carried out for you or on your companies behalf. The client accepts to indemnify Find people4u from all costs involved in any legal action taken against the client by Find people4u including attendance at court, travel costs and legal fees.

It is clearly accepted that we work towards identifying a person from information supplied by you our client. It is clear understood that the client indemnifies Find People 4u against any action taken against the company because the information supplied by the client (you) was not accurate at the time of submission. It is also clearly understood our report cannot be shown to any other person without our prior written permission.

The client (you) accepts that they no right to demand to be told how information was or is collected either during an investigation (Trace) or subsequently to the investigation (Trace) being completed. We have a duty to protect our sources of information and techniques, the client upon submission and instruction to investigate agrees to this position absolutely without pre conditions. If you do not agree to this position, please do not submit a trace to Find people 4u Ltd.

We protect and respect your confidentiality and we expect you to respect our sources and techniques. All information and or documents gathered/collected during an investigation remain the property of Find people 4u Ltd and the client has no right to demand this information.

The client fully accepts this condition upon submission to our trace service.

Personal Information collected

1. Contact details
2. Payment details

All information including personal and financial records are held securely under the data protection act best practice although it is provided and held entirely at the client`s own risk and Find People4u Ltd cannot be held liable for any loss or fraudulent use.

All clients of Findpeople4u accept we hold personal details of a client to confirm identity prior to disclosing information to the client. The client agrees we find people4u can use/ record their personal contact information within our data base for any commercial activity and to facilitate the following:

- a. Confirm identity
- b. Use personal details for email contact/marketing purposes
- c. Use personal telephone details contact/marketing purposes

It is the client`s responsibility to protect any passwords provided to a clients tracing account. We cannot be held liable for any failure to protect a password.

Credit/debit cards

To cover our costs we **MAY** charge £ 2 per payment made by telephone to cover our charges. The client without any reservations by supplying us with your payment credit/debit card details agrees to the telephone debit/credit card payment charge and that we are fully authorised by you the card holder to make a debit upon your card for our trace investigation costs of either deposit/ final, public record or affidavit payments utilising a secure virtual terminal via Pay pal UK. You agree that these

Payments can be applied to your account without further referral to you and that you authorise these payments by submitting an instruction to trace and agreeing to these terms and conditions. You authorise all payments made upon your supplied credit or debit card in relation to any action in relation to tracing your submitted person.

You agree that you will seek no refund of any monies debited to your debit/credit card under any circumstances and indemnify Find People 4u against all charges involved in charge back to your account. It is clear and you confirm that you are the legal holder of the card used and supplied to Find People 4u Ltd for payments; you agree to pay all charges incurred by credit/debit refund. Any cards used fraudulently will be reported to the police and further recovery action enforced. Any information including credit card details supplied via the submission form on the website or by telephone is at your own risk. The submission form is considered suitable authority for all payments due for our services, you agree (authorise) that we are entitled to apply for payment of our services either during or once we have completed our service in accordance with these terms and conditions of trade. We will commence legal action to recover our unpaid fees in the event of non payment of any fees outstanding for more than seven days and we will charge £ 6:00 per letter written and sent to you (our debtor) by recorded post and £ 2:00 per telephone call made with the aim of recovering our unpaid fees from you and a further £ 30 for our time spent recovering the debt. We will commence legal action no later than 5 working days from the due date of any debt and we will seek interest at 10% above base rate accrued on a daily basis by applying to the county courts for relief in these matters without further notice to you. You (client) agrees to this without any reservation by submitting a request for our tracing or private detective services You agree to refund any costs including our reasonable legal costs in full for any refused or payment reversed transactions, these costs are those levied by our payment processors.

The client accepts all our terms and conditions and in particular their obligation to pay for a completed trace or successful debt recovery action upon submission of an instruction to Find people 4u Ltd or any of its trading names and that you indemnify Find people 4u Ltd in regards to any costs or legal actions undertaken by any person in connection with your tracing instruction whilst undertaking your request for our services.

We reserve the right to log and track your email IP address and to record any telephone calls for security and fraud prevention.

Intermediary Service (Free of charge) Birth parent only

General tracing points.

We are able to trace an individual (Adult) we are not allowed to trace children (it is unlawful) BUT we are entitled to trace parents or guardians of children. We will at our discretion trace more than one person for one trace but will do so, solely at our discretion. We will supply all Telephone numbers (Landline and Mobile) revealed through our trace investigations) that we are legally entitled to do so. We will notify clients of any positive information gleaned during an investigation; we do not supply regular updates to ongoing cases although you are welcome to request an update at no more than monthly intervals using our dedicated email service. We do not offer or operate case updates by telephone. Clients accept they must submit update requests via email quoting client

unique reference case number. The reason for this is to allow a response once all case notes have been considered please allow a minimum 48 hrs for a response using the following email address.

enquiries@findpeople4u.co.uk

Over 80% of our investigations covering all types of instructions are positively completed within 3 days and over 50% are positively completed within 24 Hrs. We are proud to report over 91% of UK trace instructions were successfully completed in 2009.

Refunds

Your UK Full Trace/Birth trace deposit is non refundable under any circumstances, this fee covers our base investigation labour costs for your trace instruction. Once a final successful trace has been forwarded to you our client and it conforms to our terms and conditions of trade no refund is made under any circumstances,

If you cancel the trace instruction after 12 hours of receiving your instruction we will already have incurred substantial costs in carrying out your trace instruction the deposit of £ 39.99 is retained by Find people4u Ltd to cover our base tracing costs. If you have been notified of a successful trace then our full investigation fee is due and expected to be paid by the client .You agree to this fee and arrangement by submitting an instruction to trace.

You are allowed 5 days to cancel this contract from receipt of your instructions to investigate. If you require the successful trace information to be supplied to you prior to the end of the 5 days you must agree to waive your rights to cancel this contract within the 5 day period. Prior to any information being disclosed to the client ALL outstanding fees are to be paid in cleared funds to Findpeople4u Ltd the client accepts that position in full and agrees to that clear arrangement. All communications to cease or cancel investigations should be made by Royal Mail recorded post service (signature required) and receipt obtained.

Address for mail:

Findpeople4u Ltd

Suite 113

111 Piccadilly

Manchester

M1 2HX

Cheques or postal orders should be made payable to:

Trace4u Ltd

We accept trace instructions from both commercial/trade companies and private individuals for the supply of information designed to identify a person/debtor's past/present or new address. The client accepts that they are the data controller in these matters and Find people 4u Ltd are the data processor.

We are entitled to assist organisations or individuals in order to provide that individual with information, benefits, assets or monies due or hold some other communication deemed to be beneficial and non – prejudicial to that individual. Under such circumstances, Find people4u is not obliged to obtain consent of the individual because Trace4u Ltd satisfies one of the other conditions of schedule 2 of the Data protection act 1998.

Find people4u Ltd or any of its trading names cannot guarantee total accuracy of Locate/Tracing information. We recommend that you use the information as a guide only and it is accepted that Find people 4u Ltd cannot be held liable for any wrong information supplied or seek any refund upon any wrong information being supplied to you our client and you agree to indemnify Find people4u Ltd from any legal action taken out against them in respect to any trace instruction or recovery of debt action carried out for you or on your companies behalf. The client understand and accepts to indemnify Find people4u from all costs involved in any legal action taken against the client by Find people4u including attendance at court, travel costs and legal fees.

The client accepts that it has no right to demand to be told how information was or is collected either during an investigation (Trace) or subsequently to the investigation (Trace) being completed. We have a duty to protect our sources of information and techniques, the client upon submission and instruction to investigate agrees to this position absolutely without pre conditions. If you do not agree to this position, please do not submit a trace to Find people4u Ltd. We protect and respect your confidentiality and we expect you to respect our sources and techniques. All information and or documents gathered/collected during an investigation remain the property of Find people4u4u Ltd and the client has no right to demand this information. The client fully accepts this condition upon submission of a trace.

Commercial Tracing

We offer a discount to trade or commercial instructions. Our Trade commercial trace fee is £ 69.99 on condition of regular work .This significant tracing fee discount is subject to you paying for your trace within 7 days of receiving our invoice and allowing this company to make public that you use our tracing service. Failure to pay within that agreed period will result in our discount being withdrawn and a new invoice being issued for full amount i.e. none discounted. We can only offer a discount if invoices are settled promptly. If a trace instruction is subsequently identified to be not from a non commercial or a trade source or payment is not received within 7 days of a formal request for payment then we will seek to recover the full trace fee i.e. £ 99.99 All commercial clients by submitting to our tracing service agree that we can use their name and or registered trademark or Logo for advertising and marketing purposes.

Any dishonoured cheques or payments will involve bank charges and you agree without reservation in all circumstances to refund these charges, you will also be liable for the full trace non discounted trace fee and any debt recovery costs.

Commercial Debt Recovery

Debt Recovery

Our director Mr Ian Hurst is a licensed debt collector, regulated by the office of fair trading (OFT) with a current consumer credit licence (Licence No 593325). Our charges for debt recovery are:

Invoice based debt 12 Months or less 11%

Invoice based debt 13 Months and above 21%

Vehicle recovery £ 170

Vehicle storage costs £ 7 per day

Asset recovery £ 30 ph plus mileage @ 30 pence per mile

Asset storage at a pre agreed rate.

Tracing & General Private Detectives base or Core costs

Our Hourly rate for research into a trace and general surveillance duties is £ 60:00.

Our base labour cost for all traces whether successful or not is a minimum£ 60.00

(One hour 30 minutes labour) plus any public records checks/ trace costs.

Matrimonial surveillance and vehicle GPS tracking are priced as follows:

One week's vehicle surveillance is £ 599 including installation and removal of the tracking device upon the trace vehicle. All Instructions for GPS vehicle tracking and surveillance duties are payable fully in advance.

VAT = Find people4u ltd are not currently VAT registered so no VAT is payable upon our service

The submission form is considered suitable authority for all payments due for our services, you agree (authorise) that we are entitled to apply for payment of our services either during or once we have completed our service in accordance with these terms and conditions of trade. We will commence legal action to recover our unpaid fees in the event of non payment of any fees outstanding for more than seven days and we will charge £ 6:00 per letter written and sent to you (our debtor) by recorded post and £ 2:00 per telephone call made with the aim of recovering our unpaid fees from you and a further £ 20 for our time spent recovering the debt. We will commence legal action no later than one month from the due date of any debt and we will seek interest and costs in relation to this recovery action by applying to the county courts for relief in these matters without further notice to you. You agree to refund any costs in full for any refused or payment reversed transactions, these costs are those levied by our payment processors.

The client accepts all our terms and conditions and in particular their obligation to pay for a completed trace or successful debt recovery action upon submission of an instruction to Find people4u Ltd. We reserve the right to log and track your email IP address and to record telephone

calls for security and operational reasons, you agree to this surveillance by submitting a request for services and agreeing to our terms of trade by submitting that request.

Data Protection Policy

In most cases concerning a debtor trace with a recorded judgement debt we will profile those debtors' names through the live credit databases that we have access to.

This may leave "footprints" under the search purpose that you have provided to us on the subject's credit file.

Public Information Traces.

Dependent upon the information we obtain from these databases will then determine further enquiries such as obtaining telephone numbers for addresses at which we believe your subject may be located. We may also utilise other public databases and/or Registries that we feel would be of value in this enquiry. E.g. The Family Records Office, Land Registry, Gazette etc. etc

Once this research has been completed we may then conduct enquiries by telephone at and around the locations identified. At no stage will we divulge to a third party any personal data relating to the Data Subject.

To comply with data protection best practice we will destroy all case file information 3 weeks after a case investigation has been successfully provided to the client or a declaration of a negative case investigation. The client will also be unable to access their tracing account once an account has been closed i.e. after 3 weeks of a case being closed.

Any questions please feel free to ask by telephoning 0844 8842831