

# Portrait

Putting Your Business In The Picture





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## Who We Are

Businesses operate under the rule of law, protecting the rights of businesses and their customers up and down the United Kingdom.

At Portrait, we are passionate about standing up for “the little guy”. We believe in fairness and where we find an injustice that we can correct, we act on your behalf to put things right.

We know how to apply the law, where a valid claim can be proven, we will fight to get back any money owed to your business.





## Letter of Authority

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We are skilled at finding hidden gems. That said, we don't have a crystal ball and as such we need to correspond directly with your local authority or valuation office. To act on your business' behalf our letter of authority (LOA) must be agreed and signed.

## Service Fee

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Our standard fee is equivalent to 30% of all financial awards and or rewards as recovered by Portrait on your business' behalf. You will need to sign and agree to this stated fee prior to any work undertaken on your business' behalf.

## Paying

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In many cases, customers receive a cash credit from their local authority when certain reliefs haven't been applied previously, or when we achieve a historic re-calculation. An invoice will only be generated when these funds hit your account. When ongoing and future savings are achieved, we will only invoice in parallel as they are reflected on your future rates bills. This ensures you are always in a cash-positive position.



## Customer Service

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We value you as a customer and want to see the cash you get back help you and your business both today and with a little luck tomorrow. As a valued customer of Portrait, we actively seek local authority and government revisions over their definition and qualification criteria.

## Engage & Earn

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In most cases, our free 15-minute consultation will establish the discrepancies we can apply for on your business' behalf. Coupled together with your signed letter of authority, we will have what we need to push forward and get your business what you are owed.

## Surveys

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Some audits must include site visits and require evidence to substantiate your claim. Our customer services team will hold your hand throughout your journey. Where site visits and surveys are required, we will ensure that appointments are made and kept.



# Cash Positive Outcome

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The below table illustrates how we get paid depending on the outcome(s).  
Our billing structure ensures you benefit from achieved savings before any payment is due.

## Historic Award (credit)

Portrait achieves a historic saving, entitling your business to a backdated payment.

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Only when you receive this payment, Portrait will invoice 30% against the credit. Our terms are 14 days after.

## Current Reduction

Your current bills are reduced, and your business starts to benefit from these savings.

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Portrait will only invoice after new savings are reflected on your current bill. A direct debit payment for 30% of the reduced amount (difference) will apply afterwards.

## Future Savings

Our work results in future savings that otherwise would have been missed.

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Portrait will invoice where future savings are reflected on your bill as a direct result of our previous work. A direct debit payment for 30% of the reduced amount (difference) will apply afterwards.





## Active/Reactive Relationship

Our state-of-the-art software, that amongst other activities seeks out adopted changes to the definition and interpretation of UK law.

Our software is designed to monitor successful claims and armed with that knowledge, automatically cluster groups of business customers together that share similar criteria and demographic data. If our software finds an opportunity, so will you.





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