

Shieldpay – Frequently Asked Questions

Who are Shieldpay and what do they do?

Shieldpay has been instructed by your Law Firm Representative to make the payments due to you as a result of the class action lawsuit. Shieldpay specialise in high value digital payments and are authorised by the Financial Conduct Authority (FCA) as an Authorised Payment Institution (API), FCA Reg.No.770210.

Shieldpay will complete verification checks prior to payment to ensure the payments reach the intended recipient promptly.

When will Shieldpay contact me?

Once Shieldpay has your contact details from your Law Firm Representative, the first contact will be an email to you with a link to a form. This link is unique to you and must be completed to allow Shieldpay to complete the verification checks.

What will Shieldpay ask me for?

The form in the email from Shieldpay will ask for personal data required to complete verification, including your date of birth.

Shieldpay use Open Banking technology through their technology partner DirectID to streamline the bank verification process and on-board claimants. During the DirectID verification (which you'll be directed to whilst completing the Shieldpay form) you will be asked to login to your online banking account.

This process is part of the due diligence that Shieldpay carry out on all claimants in order to pay out Compensation Awards when authorised and instructed by your Law Firm Representative.

DirectID is AISP registered (AISP no. 798579) and regulated by the FCA meaning there are strict rules they must follow to safeguard and protect your personal data. Only the team at Shieldpay handling this class action lawsuit payment will be able to see your bank details to complete the verification checks. Even then, the data will be in read-only format. The only information visible to Shieldpay are the details required to facilitate payment to you with respect to your claim, namely your name, account number and sort code, as is standard with other online transactions. Nobody will be able to see any further data without your explicit consent.

You can refer to the DirectID FAQs to learn more about the service and data protections in place: <https://www.direct.id/resources/frequently-asked-questions> and Privacy Policy: <https://www.direct.id/policies/privacy-policy>.

Using DirectID is the quickest way to have your details verified, and ensure payment is made to you promptly.

Should any of the verification steps fail, don't worry, Shieldpay will be in touch to collect the additional documents needed to complete the process.

Do I have to use DirectID? / What if I'm having issues with DirectID?

On the page that asks you to select your bank, there is an option at the bottom of the page to "cancel and return to Shieldpay". Selecting that option will allow you to manually enter your bank account number and sort code.

Shieldpay will then securely verify these details.

My details could not be verified, what happens now?

In the rare case that bank verification has failed, you will be asked on the form to upload a bank statement of the account you've selected to receive payment. This will be securely uploaded to our platform and will be used for verification purposes.

I have not yet received a link from Shieldpay?

Please check your Spam/Junk folder. The email Shieldpay sent out could be caught in there, so we'd recommend checking just in case. If you are still not able to see any email from Shieldpay, please contact your Law Firm Representative as they will assist in locating or escalate to Shieldpay to resend.

How long will it take to verify my details?

All the details are checked as soon as they are entered on the form. If you supply a bank statement this will be checked by one of the Shieldpay team. This can take a little time which is why Shieldpay encourage you to use DirectID and the electronic methods Shieldpay provide in the form.

What happens once my details are verified?

When all verification checks have been completed, Shieldpay will communicate this to your Law Firm Representative who will then authorise the payment. Once that has been completed, the payment will be made to the account details provided.

How will Shieldpay contact you?

All correspondence will be via email. However, there will also be links to upload details and documents via the Shieldpay form.

How much will I be paid?

Shieldpay has no input or control over the payment amount. The amount is confirmed by the Law Firm Representative, and Shieldpay will pay that amount to you. For more information on your claim, please contact your law firm.

How do Shieldpay make payments?

Payments are all made electronically to a bank account in your name.

Who can I contact if I need further assistance?

Shieldpay handles the verification and payment steps in your class action claim. All correspondence or further queries should be made to your Law Firm Representative.