



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

**Who is Covered:**

Clients (landlords and tenants) of any UKALA Member who was in membership at the time of the loss.

**What is Covered:**

Client Money misappropriated by a UKALA Member.

**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.\**

**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.