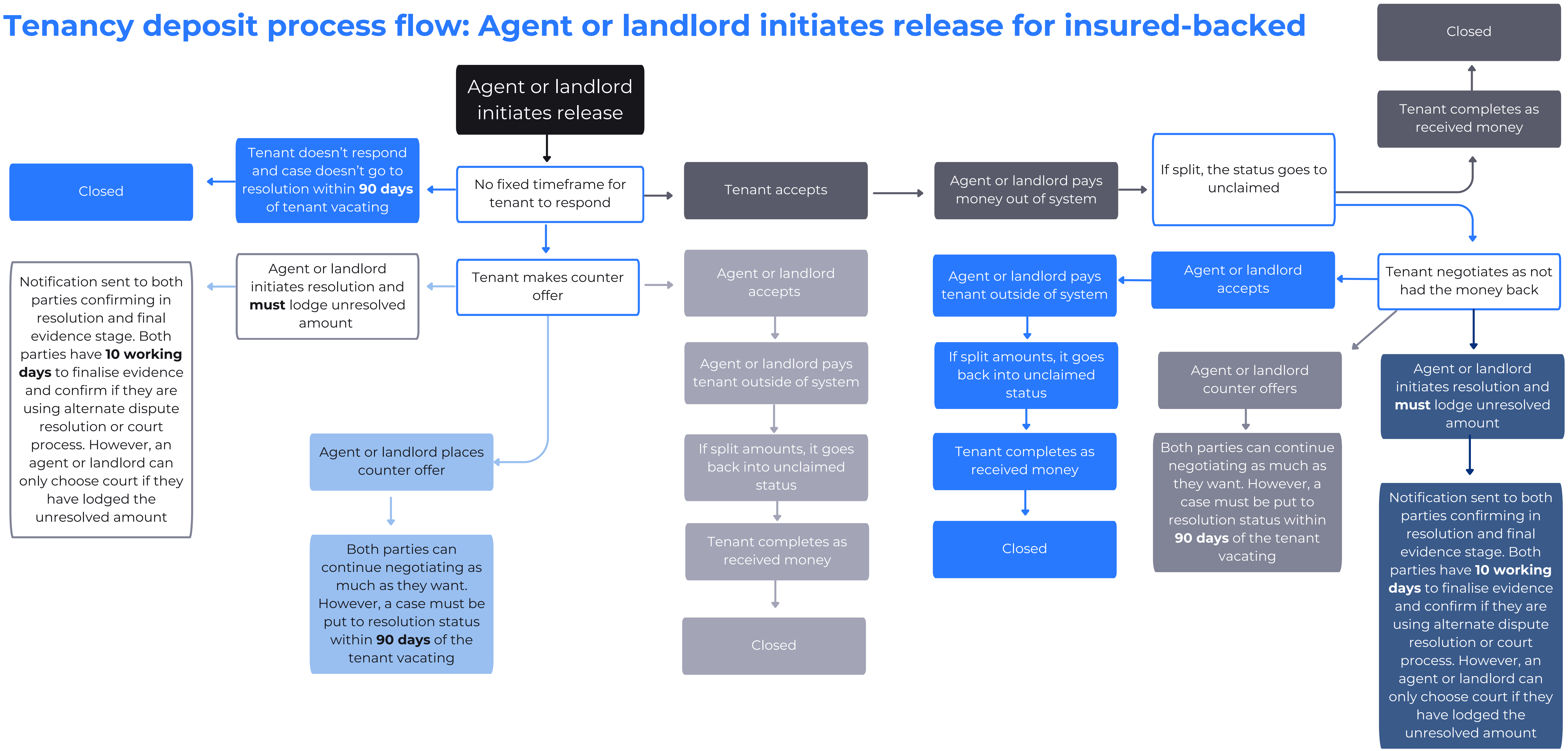
Tenancy deposit process flow: Agent or landlord initiates release for insured-backed



Please note, a release must be put into the resolution status within 90 days of the tenant vacating in order for us to assist.
If 90 days lapses from the vacating date and it is not in resolution the release will be closed and we are unable to assist further.

Resolution definitions shown on page two

Resolution definitions

Final evidence

- For a member to move a matter to resolution, they pay the disputed amount of the deposit to mydeposits
- If the tenant moves the case to resolution the member will be expected to pay the disputed deposit amount to mydeposits within 10 working days
- If the member does not submit the disputed amount when the case moves to resolution it will be considered a default case and it is likely the member will have their membership of mydeposits cancelled and be subject to legal recovery if it isn't paid by the time the case moves to adjudication decision
- Either party can choose to have the case resolved at court at resolution stage, but the disputed amount will still need to be provided to mydeposits
- The party choosing court will have six months to start court proceedings or the disputed amount will be returned to the other party
- If mydeposits are resolving the case both parties will have a further 10 working days to clarify their positions and provide any further evidence
- A case assessor will check the case

Case assessing

- A case assessor will check the case to confirm it meets the mydeposits acceptance criteria and either try to resolve the case directly with the parties or move the case to adjudication

Adjudication

The scheme adjudicator uploads a decision on the return of the deposit within 15 working days of the case being allocated

Payments out

- The scheme releases the deposit in line with the adjudicators decision immediately