



Motor finance compensation scheme timings



If you complain before the implementation period ends

Motor finance agreements beginning

6 April 2007 – 31 March 2014



- Implementation period ends **31 August 2026**
- Lender confirms if you're owed money and how much **Within 3 months – By 30 November 2026**
- You can accept or challenge the offer **Within 1 month – By 31 December 2026**
- Compensation is paid **Within 1 month – By January 2027**

Motor finance agreements beginning

1 April 2014 – 1 November 2024



- Implementation period ends **30 June 2026**
- Lender confirms if you're owed money and how much **Within 3 months – By 30 September 2026**
- You can accept or challenge the offer **Within 1 month – By 31 October 2026**
- Compensation is paid **Within 1 month – By November 2026**



If you do not complain but may be owed money

Motor finance agreements beginning

6 April 2007 – 31 March 2014



- Implementation period ends **31 August 2026**
- Lender invites you to opt in **Within 6 months – By 28 February 2027**
- You can choose to join the scheme **Within 6 months – By 31 August 2027**
- Lender confirms if you're owed money and how much **Within 3 months – By 30 November 2027**
- You can accept or challenge offer **Within 1 month – By 31 December 2027**
- Compensation **Within 1 month – By January 2028**

Motor finance agreements beginning

1 April 2014 – 1 November 2024



- Implementation period ends **30 June 2026**
- Lender invites you to opt in **Within 6 months – By 31 December 2026**
- You can choose to join the scheme **Within 6 months – By 30 June 2027**
- Lender confirms if you're owed money and how much **Within 3 months – By 30 September 2027**
- You can accept or challenge offer **Within 1 month – By 31 October 2027**
- Compensation **Within 1 month – By November 2027**

These are the maximum timings if you accept the offer of compensation. In many cases it will be paid quicker.



If you complain after the implementation period ends, you'll be told if you're owed money and how much within 3 months of your complaint. If you're not contacted, you'll have until 31 August 2027 to make a claim.