

Our proposed motor finance compensation scheme: **what could happen when**

1

Compensation scheme begins early 2026



2

Lender writes to you within 3 months (if you've already complained) or 6 months (if you haven't) on how to join the scheme



3

Consumers join the scheme (up to 1 month if you've already complained, 6 months if you haven't)



4

Lender confirms if you're owed compensation and how much within 3 months



5

Paid what you're owed within 28 days

