

Date: 19 March 2021

Our Ref: FOI8071

Dear

Freedom of Information: Right to know request

Thank you for your email of 19 February 2021, in which you asked for information relating to claims submitted by consumers under section 75 of the Consumer Credit Act.

We have processed your email in line with the provisions of the Freedom of Information Act 2000 (FOIA) and our response is below.

1. The total amount of 75 claims made in the separate years of 2015, 2016, 2017, 2018, 2019 and 2020.

We would like to explain that the FCA does not routinely collect information in relation to section 75 claims and, therefore, we do not hold information in relation to the total number of claims made in any year.

We do, however, hold some information relating to the number of section 75 claims received by a sample of the largest third-party retail finance providers in 2016, 2017, and 2018 in relation to fixed sum credit agreements for retail finance. Reporting issues mean that not all firms submitted all the section 75 claims they received, and some submitted numbers relating to section 75 complaints rather than claims. As such, these numbers cannot be considered an accurate reflection of the numbers of section 75 claims received by these firms.

	2016	2017	2018
Number of section 75 claims received in the calendar year	7,252	6,836	8,790

These figures do not include any section 75 claims received by firms in relation to credit cards, or retail revolving credit agreements.

2. The total monetary value of section 75 claims made amongst UK consumers in the separate years of 2015, 2016, 2017, 2018, 2019 and 2020."

The FCA does not hold information in relation to the total monetary value of section 75 claims made in any year.

Your right to complain under FOIA

If you are unhappy with this response, you have the right to request an internal review. To do so, please contact us within 40 working days of the date of this response at FreedomofInformationAppeals@fca.org.uk.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner by phone or on their website at:

Telephone: 0303 123 1113

Website: www.ico.org.uk

Yours sincerely

Information Disclosure Team
Financial Conduct Authority