



Principles of a motor finance consumer redress scheme

In designing a redress scheme, we would be guided by principles, including:



1 **Comprehensiveness**

cover as wide a range of complaints as possible so consumers don't have to go elsewhere, like court.



2 **Fairness**

ensure the approaches to determining breaches and calculating redress are fair to consumers and firms.



3 **Certainty**

give consumers and firms finality.



4 **Simplicity and cost effectiveness**

easy for consumers to participate in and the cost of delivering the scheme should be proportionate for firms.



5 **Timeliness**

resolve the majority of claims within a reasonable timeframe.



6 **Transparency**

consumers should receive clear explanations of decisions and data highlighting the progress of the scheme should be publicly available to provide confidence.



7 **Market integrity**

support the ongoing, long-term availability of high quality, competitively-priced motor finance.

There may be tensions between some of these principles, which will require us to consider how to strike the right balance. For example, if we seek to make a redress scheme comprehensive and ensure a wide range of affected consumers are included, it may mean consumers have to wait longer for redress because there are more claims to process.

Views from everyone who responds to the consultation will be vital in helping us get this balance right.



Have your say

If you have feedback on our key principles, please email motorfinance@fca.org.uk.