

Research Note

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Motor Finance Consumer Awareness Survey analysis

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1 Overview

Purpose

The Financial Conduct Authority (FCA) commissioned the Motor Finance Consumer Awareness (MFCAS) Survey to interview past and current motor finance holders and to gauge levels of awareness among them: whether any of their motor finance arrangements involved commission paid to a broker or dealer; whether they had heard about the possibility of being owed compensation if they had used motor finance in the past; and whether they were aware of the potential for a redress scheme related to motor finance. We use the survey results to explore the likelihood of making a claim for compensation and the use of any potential redress scheme, including barriers to using such a scheme and the profile of potential users.

Key findings

Awareness of the possibility of being owed compensation

Overall, 79% of past and current motor finance holders were aware of the possibility of being owed compensation, and 21% were unaware. Awareness varied significantly by age, ethnicity, housing tenure, and financial capability. Younger individuals (18–24) and ethnic minority adults were notably less aware, while older age groups and homeowners showed higher levels of awareness. Additionally, 61% of past and current motor finance holders were aware of a potential redress scheme. Knowledge of whether any of their motor finance arrangements involved commission to a broker or dealer was mixed: just over half (52%) of all motor finance holders were definite or thought that one or more of their motor finance arrangements involved commission, and 38% did not know. Over half (55%) of motor finance holders who were unaware of the possibility of being owed compensation were definite or thought that one or more of their motor finance arrangements involved commission, and 31% did not know. In comparison, among those who were aware of the possibility of being owed compensation but were not intending to make a claim, 18% were definite or thought that commission was paid on one or more of their motor finance arrangements, and 57% did not know.

Impact of a potential redress scheme

Based on responses to this survey, a redress scheme has the potential to increase the proportion of past and current motor finance holders who would make a claim. Among those aware of the possibility of being owed compensation, 25% had already claimed in the past, and 24% were considering it. Additionally, 15% would claim if a redress scheme were introduced. Confidence in making a claim themselves, without using a Claims Management Company (CMC) or a law firm, if a redress scheme was introduced, was high (70%), especially among younger adults compared with older adults (79% of those aged 25–34, but 56% of those aged 65+).

Knowledge of whether Claims Management Companies or law firms were needed to make a claim

Awareness that CMCs or law firms are not required to make a claim under a redress scheme was mixed. While 68% of those who had already claimed understood this, only 48% of those not intending to claim were aware. This suggests a need for clearer communication to reduce unnecessary reliance on third-party services for making a claim for compensation.

Barriers to claiming

Key barriers to claiming for compensation included a lack of information about eligibility to use any scheme (46%) and perception that the process was too complex (40%).

Reasons for not claiming

Among those aware but not intending to claim, half (49%) believed they had no grounds for compensation, and a third (33%) felt it would not be worthwhile. These findings highlight the importance of targeted information to help past and current motor finance holders understand more about eligibility and likely outcomes, to support more informed decision-making.

2 Research design

1. This report summarises the results of the Motor Finance Consumer Awareness (MFCA) Survey. The survey was conducted by Critical Research. The analysis for this report was done by the FCA.

Data collection, context, and caveats

2. Between 1- 12 August 2025 an online survey was conducted to capture awareness among UK adults of issues to do with motor finance commission practices. This survey achieved a sample of 3,098 respondents who either held motor finance at the time of the survey or had done so in the past.¹ The survey data was cleaned and subject to quality controls before being analysed by the FCA. Further information on survey recruitment and on data cleaning and weighting can be found in the Motor Finance Consumer Awareness Survey Technical Annex, written by Critical Research. This annex also includes a copy of the survey questionnaire.
3. The survey design drew on information from the Financial Lives 2024 survey about the profile of the 6.1 million UK adults who had motor finance in May 2024 or had had it in the previous 12 months. This is a robust source, providing the best available profile for recruitment and weighting purposes. As set out in the Motor Finance Consumer Awareness Survey Technical Annex we acknowledge the limitation to this profile, namely that the main population of interest for the MFCA Survey are consumers who have motor finance now or have done at any time in the past.
4. The questionnaire has 20 questions about motor finance. It also collects information on respondents' socio-demographics, including their age, ethnicity, sex, housing tenure, working status, and financial capability. The motor finance products covered in this research are Hire Purchase Arrangements, Personal Contract Purchase, and Conditional Sale. The definitions of these products shown to MFCA Survey respondents are the same as those used in the [Financial Lives survey](#).
5. The survey fieldwork took place immediately after the Supreme Court ruling on motor finance, which was widely covered in the media, so it may be reasonable to assume that general levels of awareness of this and related issues would be high in that period.
6. The analysis presented in this report combines responses to different questions to provide greater insight into the awareness and likely

¹ For comparison purposes, the survey also achieved a sample of 1,077 respondents who had never held any motor finance products, although these respondents are excluded from this analysis.

behaviours of motor finance holders who either currently hold motor finance or have done so in the past. We have tested all the survey results to a confidence interval (CI) of 95%. Where results are highlighted in the narrative, they are always statistically significant to a confidence level of 95%, unless explicitly stated otherwise.

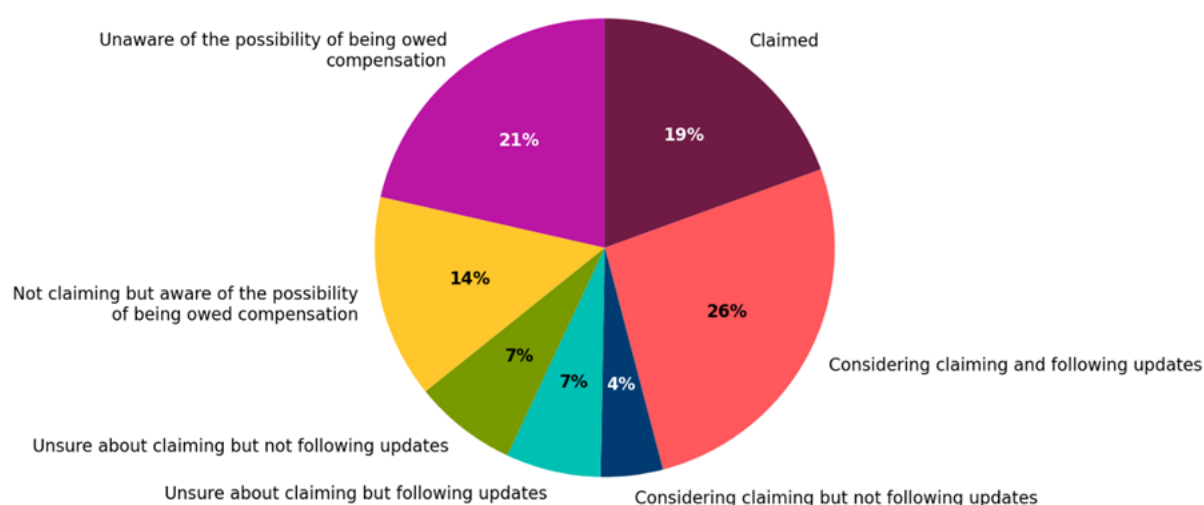
7. A common challenge in any market research is the potential gap between consumers stated likely behaviours and what they do in practice, and their ability to accurately recall past behaviour. While the questionnaire was designed to manage this risk to some extent, it should still be acknowledged that consumers may change their views or actions, in particular about what they intend to do in the future.
8. It should be recognised that an online survey, while offering an efficient way of collecting views from a large number of respondents, necessarily excludes those who are offline. To mitigate this limitation somewhat, the survey used recruitment quotas and weighted results, based on the profiles of motor finance holders and non-holders derived from Financial Lives 2024 survey. All results in this report use the weighting scheme specifically designed for the MFCA survey, as explained in the Motor Finance Consumer Awareness Survey Technical Annex.
9. Following good practice: any results based on 50-99 responses are shown in square brackets ([]), and results are not reported if the number of responses is less than 50. So that a wider range of results can be reported, we have combined some categories, for example the year motor finance was first taken out, to give a more robust and reportable sample size.

3 Results

Motor finance holders' awareness of the possibility of being owed compensation and actual or planned claiming activity

1. Among past and current motor finance holders, 79%² were aware of the possibility of being owed compensation. However, awareness of the possibility of compensation does not in itself mean past and current motor finance holders plan to make a claim.
2. With reference to awareness of the possibility of being owed compensation, and by combining responses to different questions within the MFCA Survey, past and current motor finance holders have been segmented by the following dimensions:
 - Whether they had heard about the possibility of being owed compensation if they had used motor finance in the past
 - If they were aware of the possibility of being owed compensation: whether they were actively following updates or news about the motor finance redress issue
 - If they were aware of the possibility of being owed compensation: whether they had already made a claim for compensation regarding an issue with their motor finance agreement(s) or whether they intended to make a claim in the future. (See Annex 1 for more details of the segmentation created from these three dimensions).

Figure 1: Awareness of the possibility of being owed compensation and intended claim activity, among past and current motor finance holders

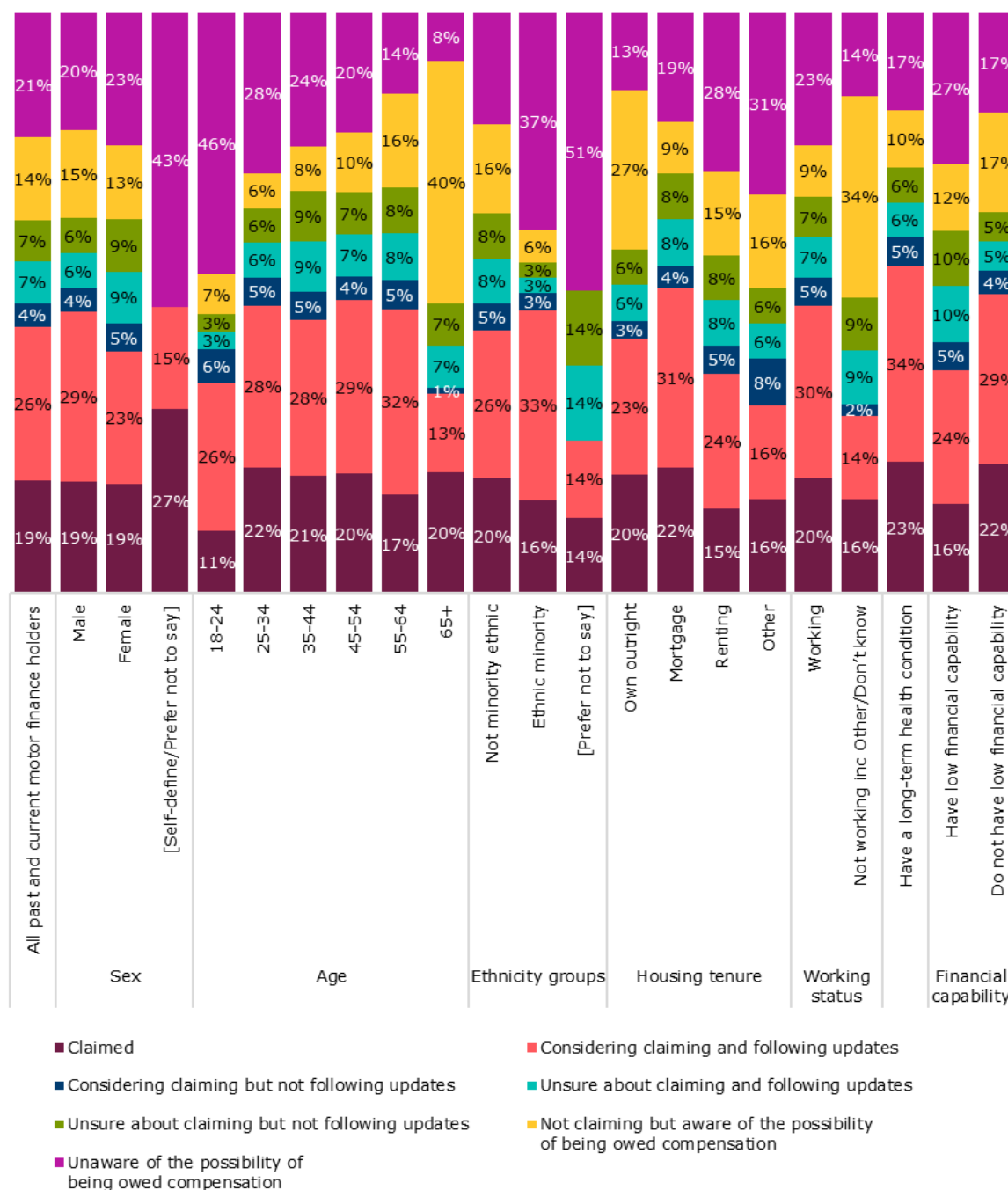


² Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All past and current motor finance holders (n=3,098).

Base: All past and current motor finance holders (n=3,098). 1,467 currently held, and 1,631 did not currently hold but had done so in the past, any of the following motor finance products: Hire Purchase Arrangements, Personal Contract Purchase, and Conditional Sale

3. Applying this segmentation, Figure 1 shows that among all past and current motor finance holders:
- A fifth (19%) had already made a claim for compensation regarding an issue with their motor finance agreement(s)
 - Just over a quarter (26%) were considering claiming and actively following updates or news about the motor finance redress issue, with one in twenty (4%) considering claiming but not actively following updates
 - A fifth (21%) were unaware of the possibility of being owed compensation
 - One in seven (14%) were aware of the possibility of being owed compensation but were unsure about claiming. Half of these (7% of all past and current motor finance holders) were actively following updates or news about the motor finance redress issue, and half were not
 - One in seven (14%) were aware of the possibility of being owed compensation but were not intending to make a claim.

Figure 2: Awareness of the possibility of being owed compensation and intended claim activity, among past and current motor finance holders by different socio-demographic groups



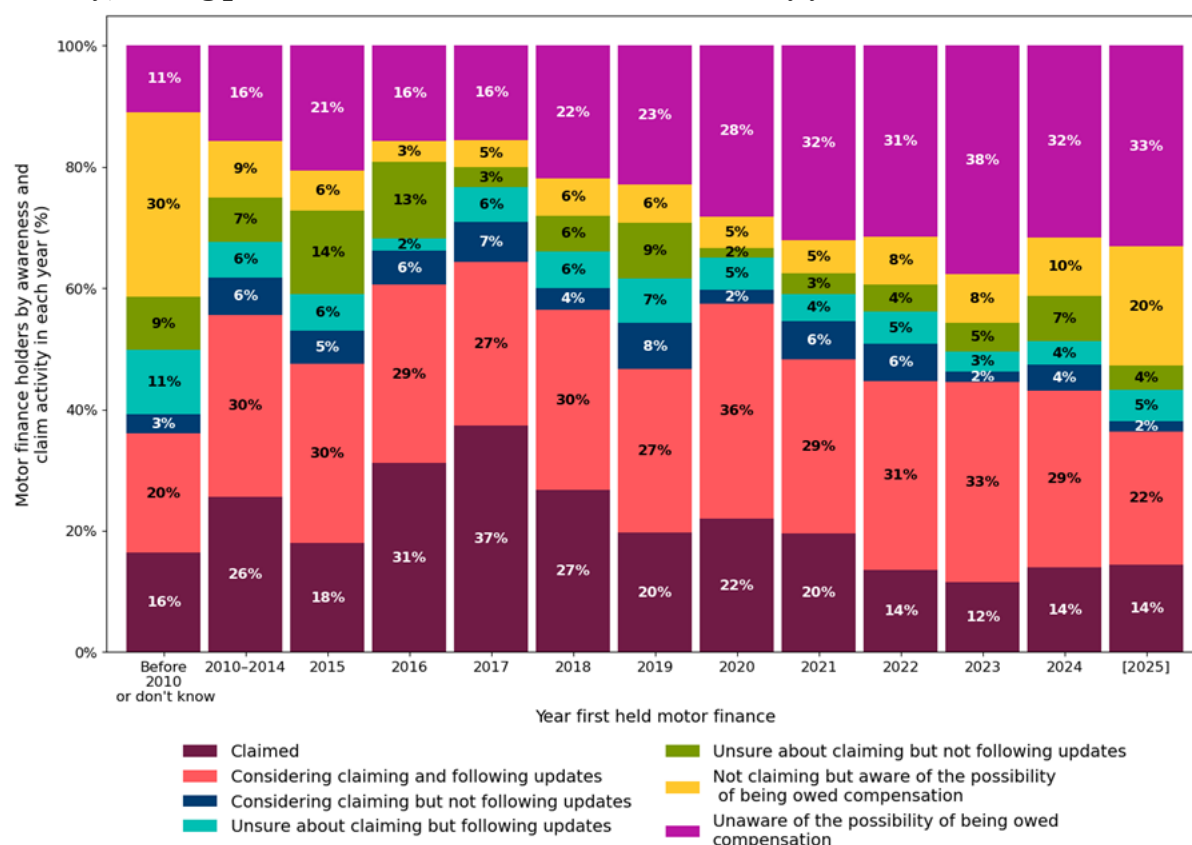
Base: All past and current motor finance holders (n=3,098)

4. Awareness and intended claim activity varied by age, ethnicity, housing tenure, working status and by whether financial capability was low or not. As shown in Figure 2:
- Among those aged 65 and over, only 13% were considering claiming and were following updates, with 40% not intending to claim even though they were aware of the possibility of being owed compensation. Only 8% were unaware of the possibility of being owed compensation.

- 8% of those aged 35-44 were aware of the possibility of being owed compensation and not intending to claim. For those aged 25-34 this was 28%. Further, only 6% of those aged 25-34 were aware of the possibility of being owed compensation and not intending to claim.
- Among those aged 18-24, 46% were unaware of the possibility of being owed compensation, and only 11% had made a claim for compensation regarding an issue with their motor finance agreement(s).
- Among ethnic minority adults, 37% were unaware of the possibility of being owed compensation, compared to 19% among those not from ethnic minority groups. Further, only 6% of those from ethnic minority groups were aware of the possibility of compensation and not intending to claim, compared to 16% among those not from ethnic minority groups.
- A higher proportion of those who own their home outright were aware of the possibility of being owed compensation but were not intending to make a claim - 27%, compared to 14% overall - and levels of awareness were higher overall for this group. Among those who rent their home, 28% were unaware of the issues.
- A higher proportion of those who were not working were aware of the possibility of compensation but were not intending to make a claim - 34%, compared to 9% among those who were working.
- Among those with low financial capability,³ 27% were unaware of the possibility of being owed compensation, compared to 17% of those who did not have low financial capability.
- No other differences between these groups were statistically significant.

³ Respondents who rated their confidence of managing money or rated their knowledge of financial matters or rated themselves as not being a confident and savvy consumer of financial services giving a score of 0-6 out of 10 for any of these measures.

Figure 3: Awareness of the possibility of being owed compensation and intended claim activity, among past and current motor finance holders by year first held motor finance

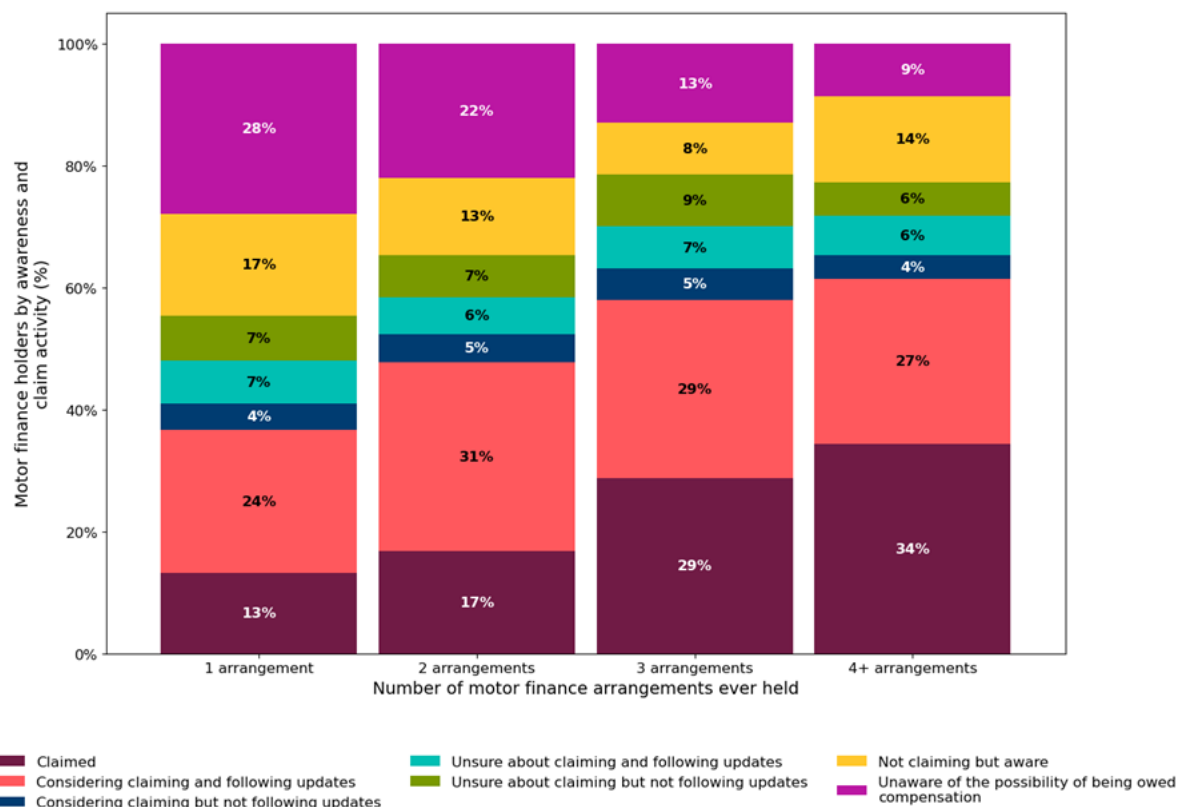


Q.5 Approximately, what year did you take out your first motor finance arrangement(s) either in your own name or in joint names? Base: All past and current motor finance holders (n=3,098)

5. For all past and current motor finance holders, 28% had taken out their first motor finance arrangement before 2010, and 27% had taken out their first motor finance arrangement in the 2021-2025 period.⁴
6. Awareness of the possibility of being owed compensation and intended claim activity varies by the year that motor finance was first taken out (Figure 3). Awareness and intended claim activity is significantly different in the years 2016 and 2017. For those who first took motor finance out in 2016 or 2017, a higher proportion had already made a claim (31% and 37%) than those first taking out their motor finance in any other year. These differences may be related to changes in FCA rules relating to Discretionary Commission Arrangements. Figure 3 also shows that there are higher levels of being unaware of the possibility of being owed compensation among those who first took out motor finance since 2018.

⁴ Q.5 Approximately, what year did you take out your first motor finance arrangement(s) either in your own name or in joint names? Base: All motor finance holders (n=3,098).

Figure 4: Awareness of the possibility of being owed compensation and intended claim activity, among past and current motor finance holders by number of motor finance arrangements ever held



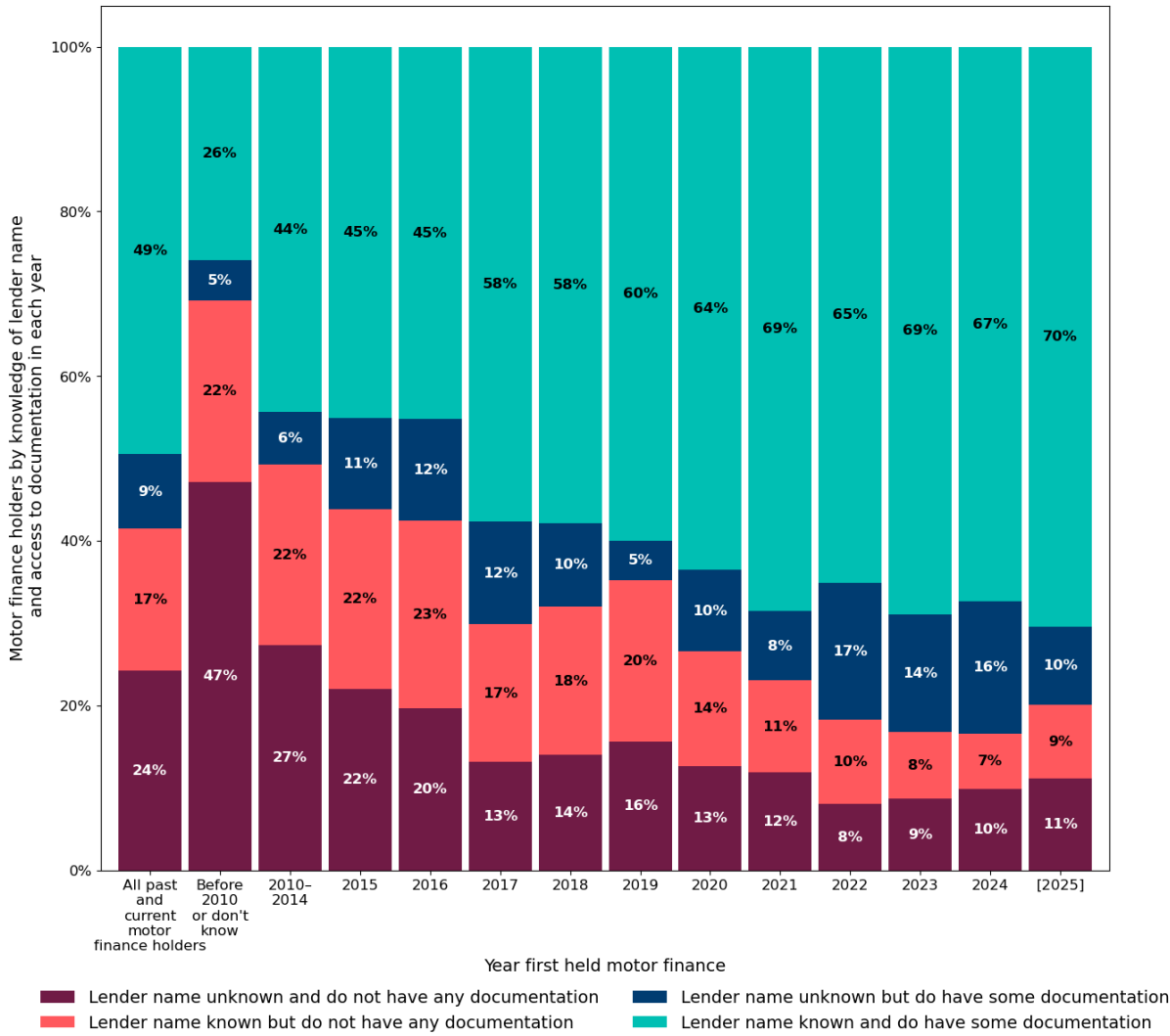
Q.2 Approximately how many motor finance arrangements have you ever taken out, either in your own name or in joint names? Base: All past and current motor finance holders (n=3,098)

7. Of past and current motor finance holders, 40% had held or currently held one motor finance arrangement, 29% two, 14% three, 14% four or more, and 3% didn't know how many arrangements they had held or currently held.⁵ As the number of arrangements ever held increased so did the incidence of having already made a claim for compensation regarding an issue with their motor finance agreement(s), and the proportion of those who are unaware of the possibility of being owed compensation decreased (Figure 4). Changes in results between having three, or four or more arrangements, were significantly different compared to having one or two arrangements.

⁵Q.2 Approximately how many motor finance arrangements have you ever taken out, either in your own name or in joint names?
Base: All motor finance holders (n=3,098)

Access to paperwork and recall of lender names

Figure 5: Access to documentation and recall of lender names, among past and current motor finance holders by the year they first held motor finance



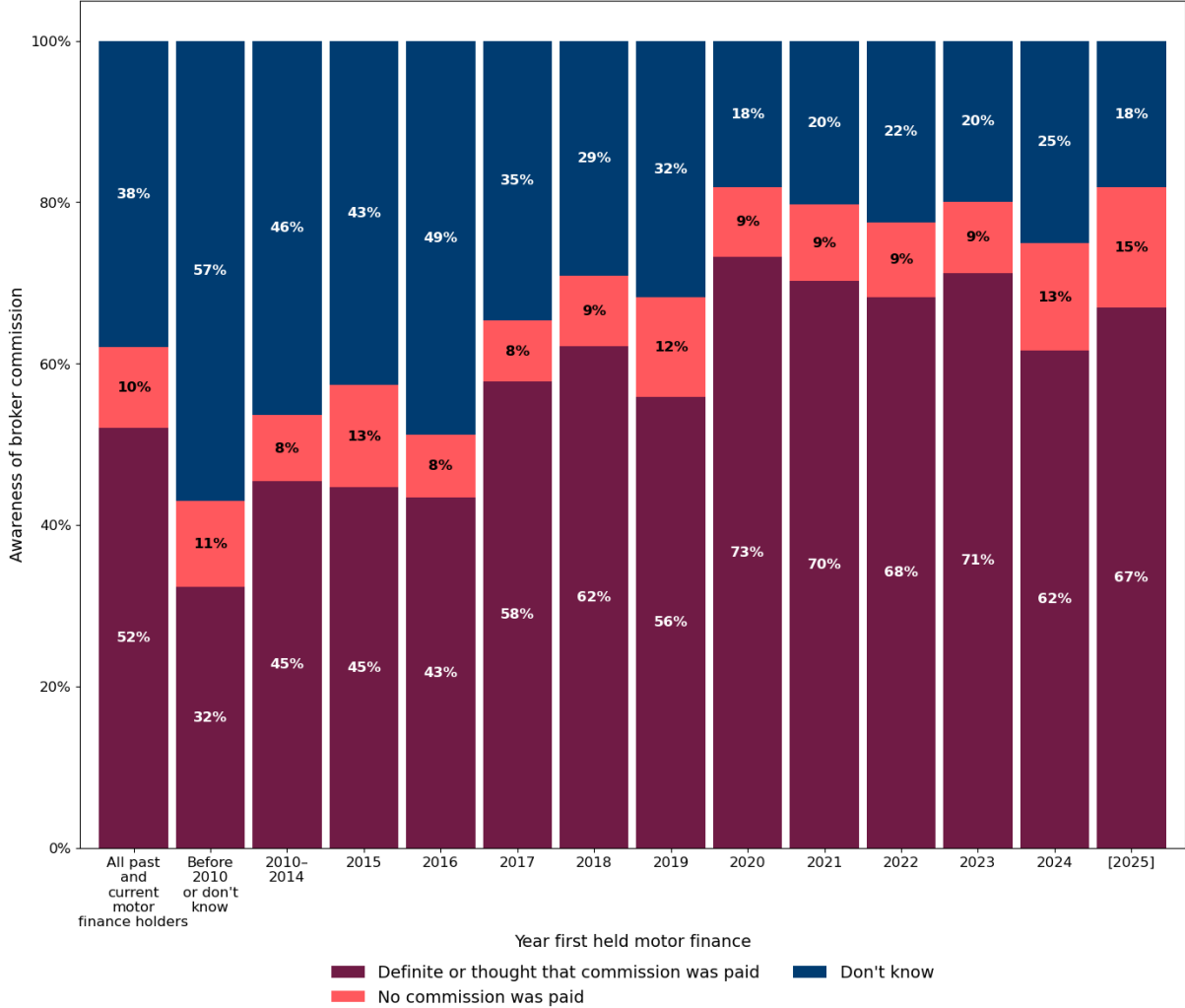
These groupings are based on responses to the following questions: Q.3 Do you remember the name of your lender for any of the motor finance arrangement(s) you have taken out either in your own name or in joint names?; Q.4 Do you have the paperwork for any of the motor finance arrangement(s) you have taken out either in your own name or in joint names?; Q.5 Approximately, what year did you take out your first motor finance arrangement(s) either in your own name or in joint names? Base: All motor finance holders (n=3,098); 'Don't know' response treated as 'No'.

8. Among all past and current motor finance holders, 49% knew the name of some or all of their lenders and had the paperwork for some or all of their motor finance arrangements (either as a hard copy or stored on email or online), 17% knew the name of some or all of their lenders but did not have access to some or all of their paperwork, and 9% had access to some or all of their paperwork but did not recall the name of some or all their lenders. A further 24% did not know the name of some or all their lenders or have access to any paperwork (Figure 5).
9. As might be expected, access to the relevant paperwork and knowledge of lender names is higher among those who took out their motor finance

more recently. Among those who took out their motor finance in 2025, 89% either knew the name of all or some of their lenders and had all or some documentation (70%) or had all or some documentation but did not know any of their lenders (10%) or knew the name of all or some of their lenders but had no documentation (9%). This compares to 73% among those who first took out their motor finance between 2010-2014 (Figure 5).

Awareness of commission paid to a broker or dealer

Figure 6: Knowledge of whether commission was paid to a broker or dealer by the year motor finance was first held



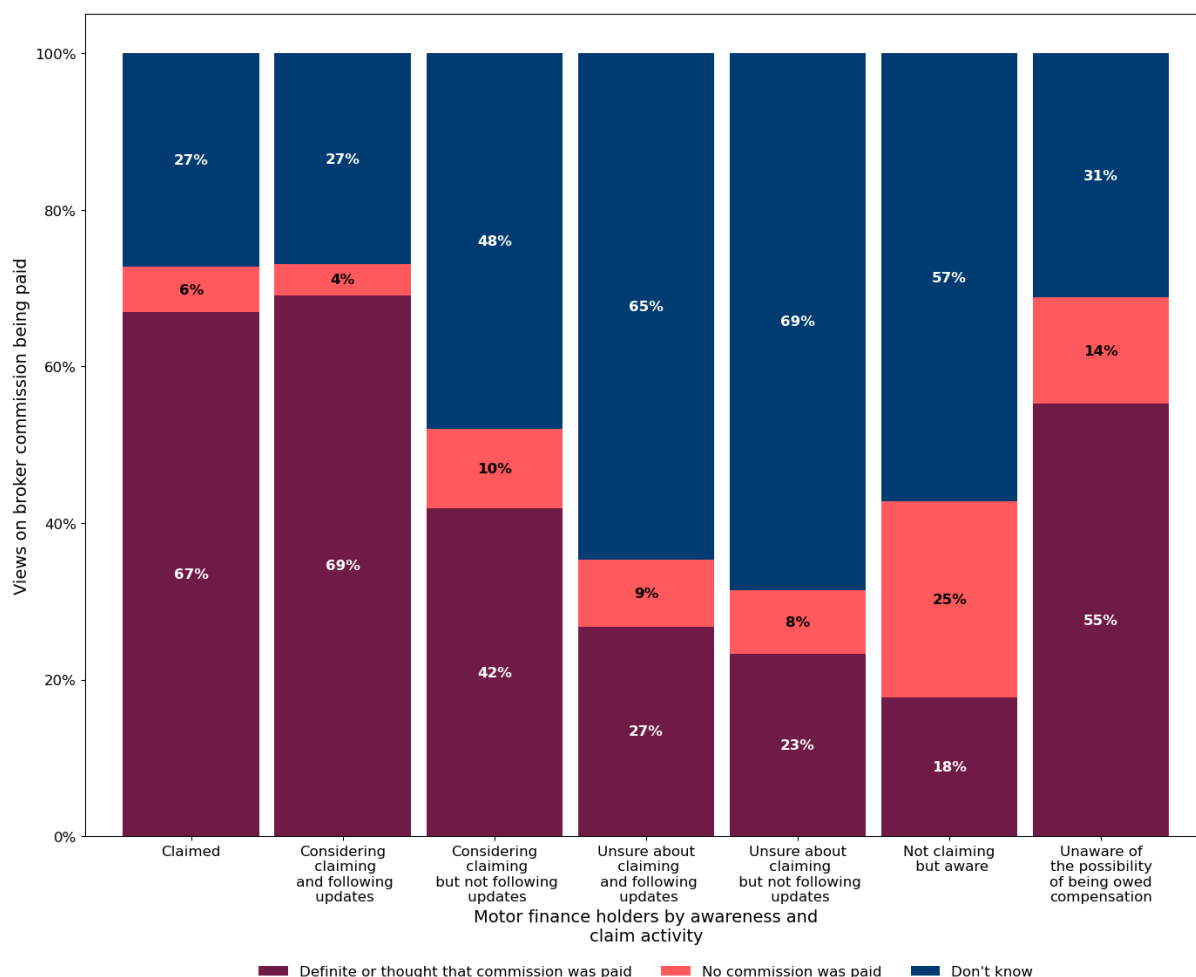
These groupings are based on responses to the following questions: Q.8 Do you know whether any of your car finance agreements involved a commission paid to a broker or dealer?; Q.5 Approximately, what year did you take out your first motor finance arrangement(s) either in your own name or in joint names? Base: All motor finance holders (n=3,098); 'Don't know' response treated as 'No'.

10.Awareness of broker commission for any of their car finance arrangements – with commission defined in the survey as “a payment made by a finance provider to a car dealership or broker for arranging a car finance agreement for a customer” - for all past and current motor finance holders

was low. Just over half - 52% - were either definite or thought that one or more of their arrangements involved commission being paid to a broker, 10% thought that no commission was paid and 38% did not know (Figure 6).

11. Knowledge of whether any commission was paid by the year that motor finance was first held shows that the proportion of past and current motor finance holders who were definite that commission was paid, or thought it was, was lower before 2020 than in and after 2020 (Figure 6). Among those who took out their first motor finance arrangement in 2020, 73% were definite or thought that commission was paid to a broker, with levels largely similar in the 2021-2025 period. The proportion not knowing whether commission was paid was broadly higher, the longer ago motor finance was first taken out.

Figure 7: Knowledge of whether commission was paid to a broker or a dealer, among past and current motor finance holders by awareness of compensation scheme and intended claim activity



Q.8 Do you know whether any of your car finance agreements involved a commission paid to a broker or dealer? Base: All motor finance holders (n=3,098)

12. Comparing knowledge of whether any commission was paid by awareness of the possibility of being owed compensation and intended claim activity

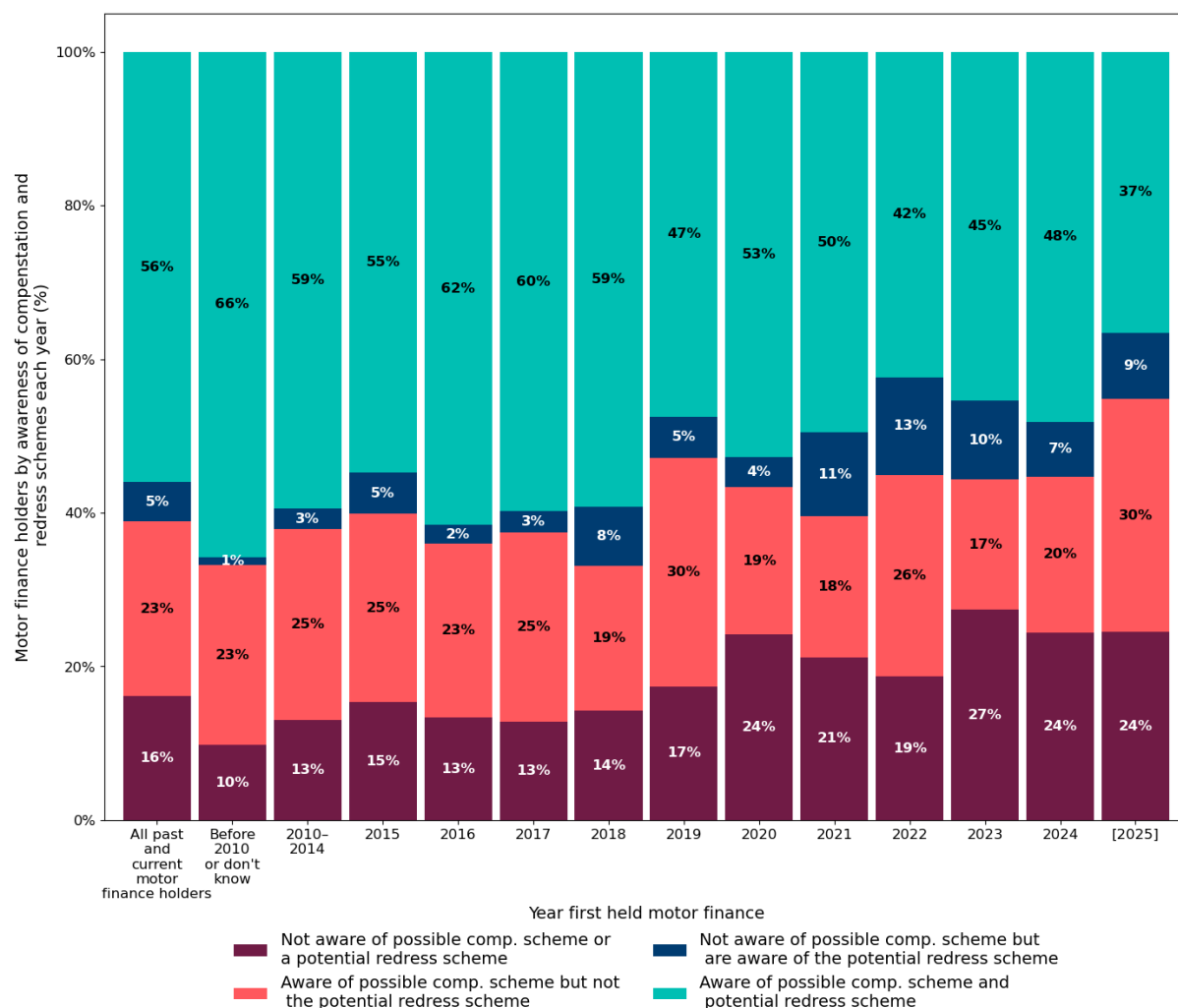
among motor finance holders (Figure 7) shows that among those who had claimed, were considering claiming and following updates or news about the motor finance redress issue, and those who were unaware of the possibility of claiming, over half (67%, 69%, and 55%, respectively) said they were definite or thought that commission was paid on one or more of their motor finance arrangements. This is significantly higher than in the other segments. Among those who were aware of the possibility of being owed compensation but were not intending to make a claim, 18% were definite or thought that commission was paid on one or more of their motor finance arrangements, 25% thought no commission was paid, and 57% did not know.

Awareness of the possibility of being owed compensation and of the potential for a redress scheme

13. Among past and current motor finance holders, 61%⁶ were aware of the potential for a redress scheme. A redress scheme was defined in the survey as *"a formal process the FCA can require firms to follow, to compensate consumers if it is found they have suffered harm."*

⁶ Q.10 Thinking specifically about motor finance for personal use, are you aware of the potential for a 'redress scheme'? Base: All past and current motor finance holders (n=3,098).

Figure 8: Awareness of the possibility of being owed compensation and of the potential for a redress scheme, among past and current motor finance holders by the year they first held motor finance



These groupings are based on responses to the following questions: Q.5 Approximately, what year did you take out your first motor finance arrangement(s) either in your own name or in joint names?; Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)?; Q.10 Thinking specifically about motor finance for personal use, are you aware of the potential for a 'redress scheme'? Base: All motor finance holders (n=3,098); 'Don't know' response treated as 'No'.

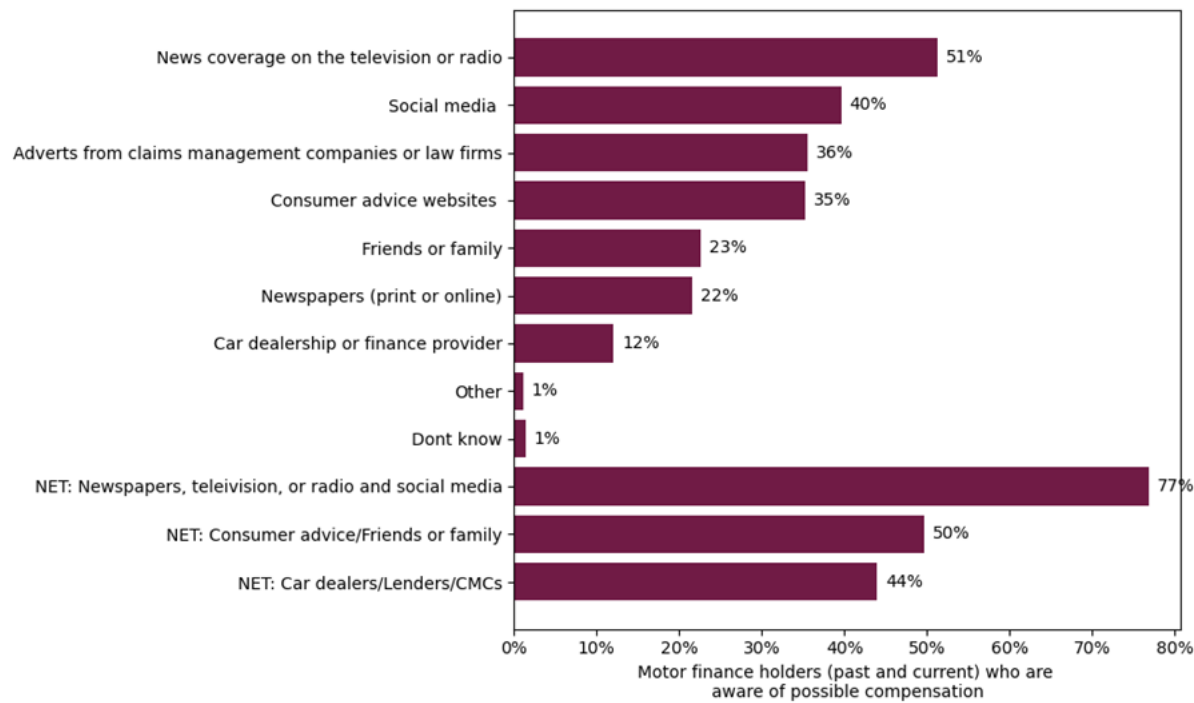
14. In terms of awareness of the possibility of being owed compensation or of a potential redress scheme, overall, 56% of motor finance holders were aware of both, and 16% were not aware of either. The remaining 28% were aware of one but not the other.⁷

15. Awareness levels vary by the year that motor finance was first taken out (Figure 8). Lack of awareness was different for those who first took out motor finance after 2019 - with between a fifth and a quarter of those who first took out their motor finance arrangements after that date not being

⁷ These groupings are based on responses to the following questions: Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)?; Q.10 Thinking specifically about motor finance for personal use, are you aware of the potential for a 'redress scheme'? Base: All motor finance holders (n=3,098); 'Don't know' response treated as 'No'.

aware of either of possible compensation or a potential redress scheme, compared to under a fifth for those who first took out motor finance in the years before 2020.

Figure 9: Sources of information among past and current motor finance holders who were aware of the possibility of being owed compensation

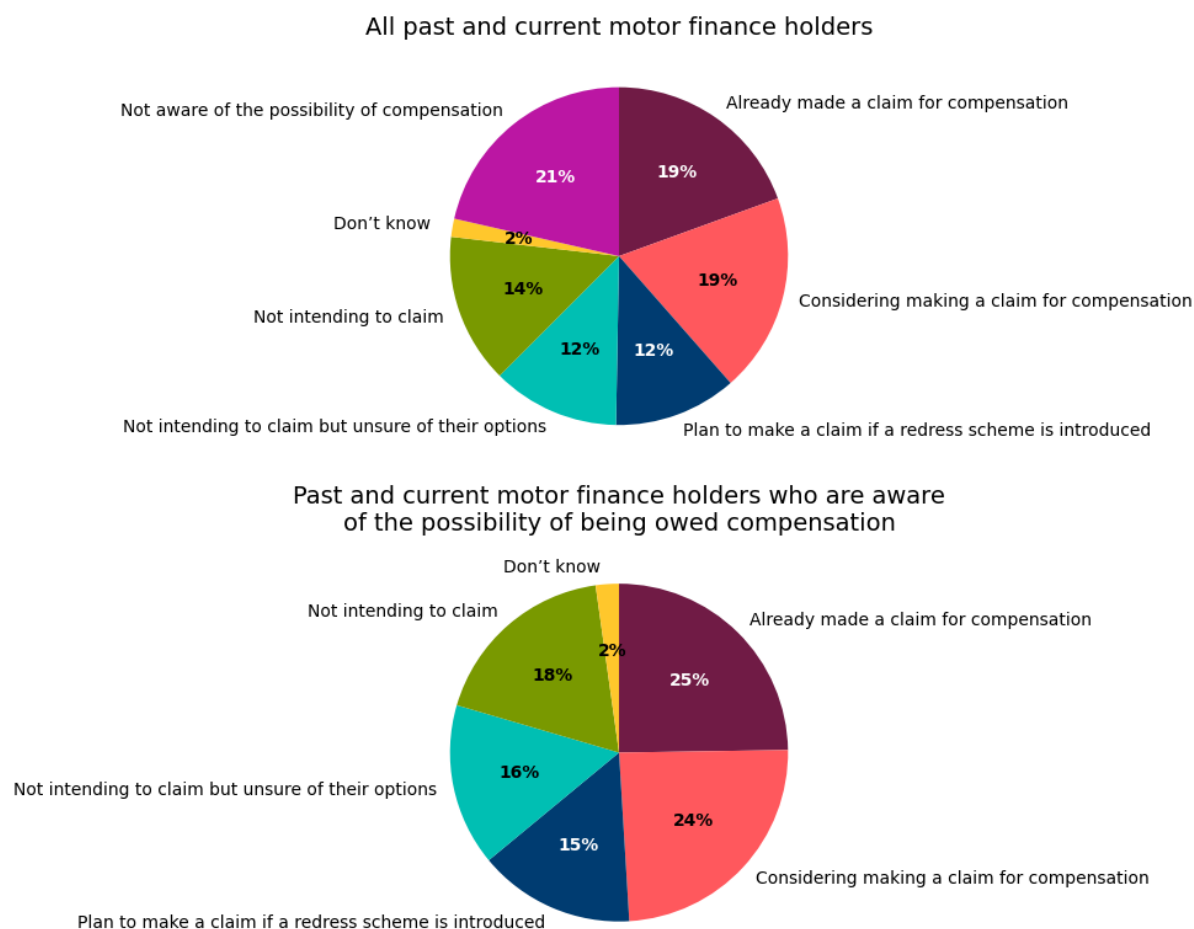


Q.11 From which of the following sources of information have you seen or heard information about possible compensation? (Select all that apply). Base: All motor finance holders who are aware of the possibility of being owed compensation (n=2,409)

16. Figure 9 shows where past and current motor finance holders who were aware of the possibility of compensation had heard about this possibility. Over half (51%) had heard about it from news coverage on the television or radio, 36% via adverts from claims management companies or law firms and 35% from consumer advice websites.

How claims have been made or are intended to be made

Figure 10: Current and planned claiming activity among past and current motor finance holders



These groupings are based on responses to the following questions: Q.13 Have you made, or are you considering making, a claim for compensation regarding a motor finance agreement?; Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders (n=3,098)/ All motor finance holders who are aware of the possibility of being owed compensation (n=2,409)

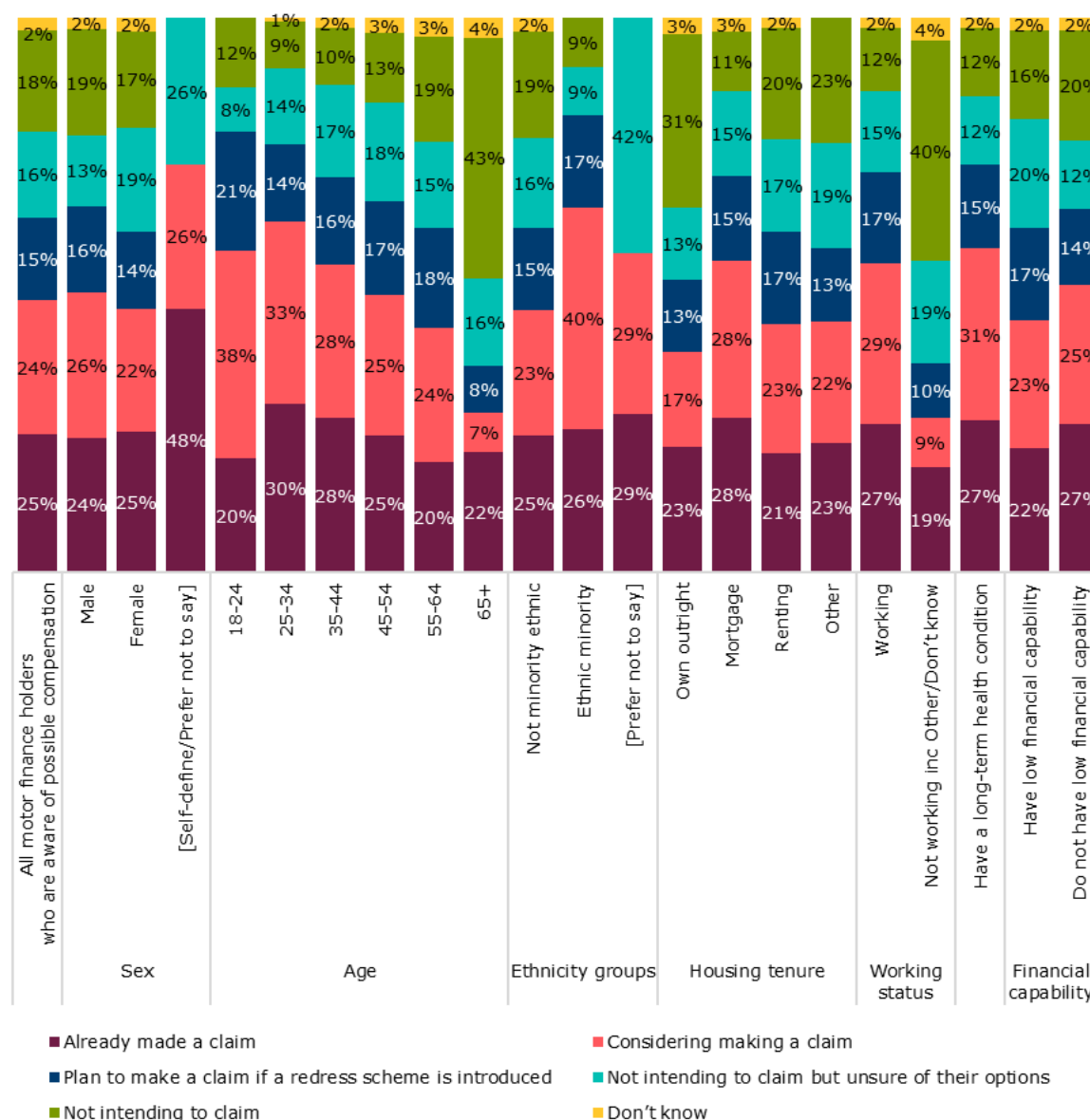
17. Among all past and current motor finance holders - see Figure 10:

- Action already taken or decided not to after consideration:
 - 19% had already made a claim for compensation regarding an issue with their motor finance agreement(s), rising to 25% if those who were unaware of the possibility of compensation are excluded.
 - 14% did not intend to make a claim even if a redress scheme were to be introduced, rising to 18% if those who were unaware of the possibility of compensation are excluded.
- Considering action or uncertain about their options:

- 19% were considering making a claim for compensation regardless of whether a redress scheme was introduced, rising to 24% if those who were unaware of the possibility of compensation are excluded.
- 12% planned to make a claim only if a redress scheme were to be introduced, rising to 15% if those who were unaware of the possibility of compensation are excluded.
- 12% were not currently planning to make a claim but were also unsure of their options for doing so at the time of the survey, rising to 16% if those who were unaware of the possibility of compensation are excluded.

18. These differences highlight the varying degrees of awareness and likelihood of making a claim for compensation among all past and current motor finance holders.

Figure 11: Current and planned claiming activity among past and current motor finance holders (who were aware of the possibility of being owed compensation) by different socio-demographic groups



These groupings are based on responses to the following questions: Q.13 Have you made, or are you considering making, a claim for compensation regarding a motor finance agreement? ; Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders who are aware of the possibility of being owed compensation (n=2,409)

19. Among all past and current motor finance holders actual and intended claim activity varied by age, ethnicity, housing tenure, working status and by whether they had low financial capability. As shown in Figure 11:

- Just 7% of those aged 65+ were considering making a claim, compared to 33% among those aged 25-34. Conversely 43% of those aged 65+ were not intending to make a claim while this was 10% for those aged 35-44 and 9% for those aged 25-34. Further,

8% of those aged 65+ planned to make a claim if a redress scheme were to be introduced, compared to 15% overall.

- Among ethnic minority adults, 40% were considering making a claim, compared to 23% among those not from ethnic minority groups.
- A higher proportion of those who owned their home outright were not intending to make a claim - 31%, compared to 11% of those who owned their home with a mortgage.
- A higher proportion of those who were not working were not intending to claim - 40%, compared to 12% among those who were working. Conversely, 29% of those who were working were considering making a claim, compared to 9% of those who were not working.
- No other differences between these groups were statistically significant, with intentions to make a claim if a redress scheme were to be introduced not varying significantly for any groups, apart from those aged 65+.

Table 1: Ways claims have been made or are intended to be made⁸(multiple methods selected by survey respondents)

	Directly with the lender or finance provider	Through a claims management company or law firm	Through the Financial Ombudsman Service	Other	Don't know
Already made a claim for compensation	52%	46%	9%	1%	1%
Considering making a claim for compensation	35%	54%	24%	0%	7%
Plan to make a claim if a redress scheme is introduced	35%	34%	28%	0%	17%

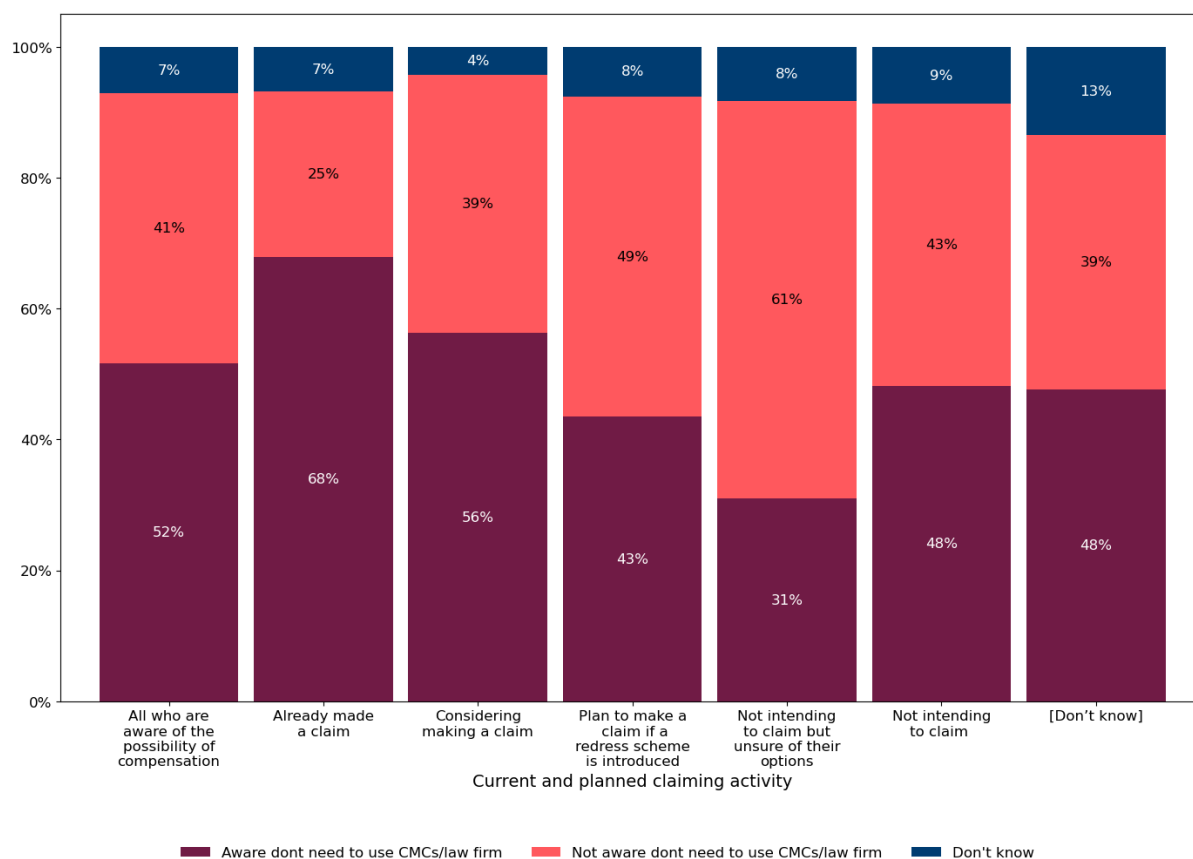
20. Among those who had already made a claim, over half (52%) did so directly with the lender and just under half (46%) did so using a claims management company or law firm (Table 1). Comparing this to those who were considering making a claim, or planned to if a redress scheme were to be introduced, there were statistically significant differences in how they intended to make a claim. Just over a third each (35%) of those who were considering making a claim, or planned to if a redress scheme were to be

⁸ These groupings are based on responses to the following questions: Q.14 In which of the following ways did you make this claim? /In which of the following ways do you expect to make this claim?; Q.13 Have you made, or are you considering making, a claim for compensation regarding a motor finance agreement?; Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders who have or are intending to make a claim: Already made a claim for compensation (n=601); Considering making a claim for compensation (n = 610); Plan to make a claim if a redress scheme is introduced (n=366), total (n=1,577); 'Don't know' responses excluded.

introduced, intended to do so by going directly to a lender, compared to the 52% of those who had already claimed. Of those who were considering making a claim, or planned to if a redress scheme were to be introduced, 24% and 28%, respectively, intended to do this through the Financial Ombudsman, compared to just 9% of those who had already claimed. Some respondents may have been unaware of the need to contact their lender, before going to the Financial Ombudsman if the issue is not resolved to their satisfaction.

21. Among those past and current motor finance holders who were aware of the possibility of being owed compensation, 52% were aware that they would not need to use a CMC or a law firm to claim compensation if a redress scheme were to be introduced, with 41% unaware and 7% did not know (Figure 12).⁹

Figure 12: Awareness of not needing to use CMCs/law firms by current and planned claiming activity, among past and current motor finance holders who were aware of the possibility of being owed compensation

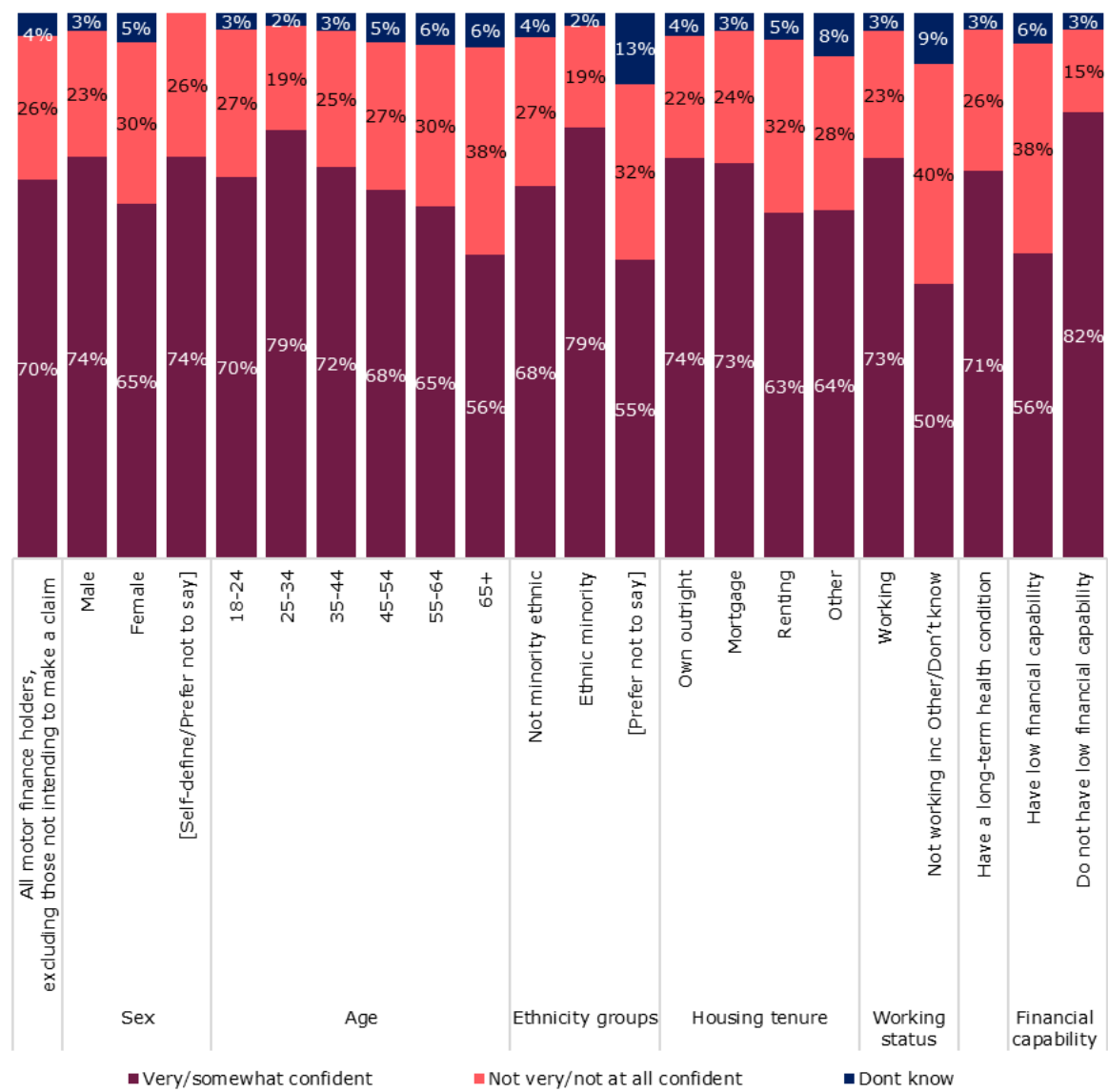


These groupings are based on responses to the following questions: Q.17 Even though you have made a claim for compensation/ Before now were you aware that you would not need to use a claims management company or law firm to claim compensation if a redress scheme is introduced; Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders who are aware of the possibility of being owed compensation (n=2,409)

⁹ Q.17 Even though you have made a claim for compensation/ Before now were you aware that you would not need to use a claims management company or law firm to claim compensation if a redress scheme is introduced? Base: All motor finance holders who are aware of the possibility of being owed compensation (n=2,409)

22.This varied by current and planned claim activity as shown in Figure 12. Of those who had already made a claim for compensation, 68% were aware that they didn’t need to use a CMC or law firm, falling to 31% among those who were not planning to make a claim but were not sure of their options. Among those who did not intend to make a claim, just under half (48%) were aware that they did not need to use a CMC or a law firm. These differences were statistically significant.

Figure 13: Confidence in making a claim themselves if a redress scheme were to be introduced, among past and current motor finance holders (excluding those who did not intend to make a claim) by different socio-demographic groups



These groupings are based on responses to the following questions: Q.20 How confident would you be in making a claim yourself if a redress scheme is introduced? Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders excluding those who do not intend to make a claim (n=2,688)

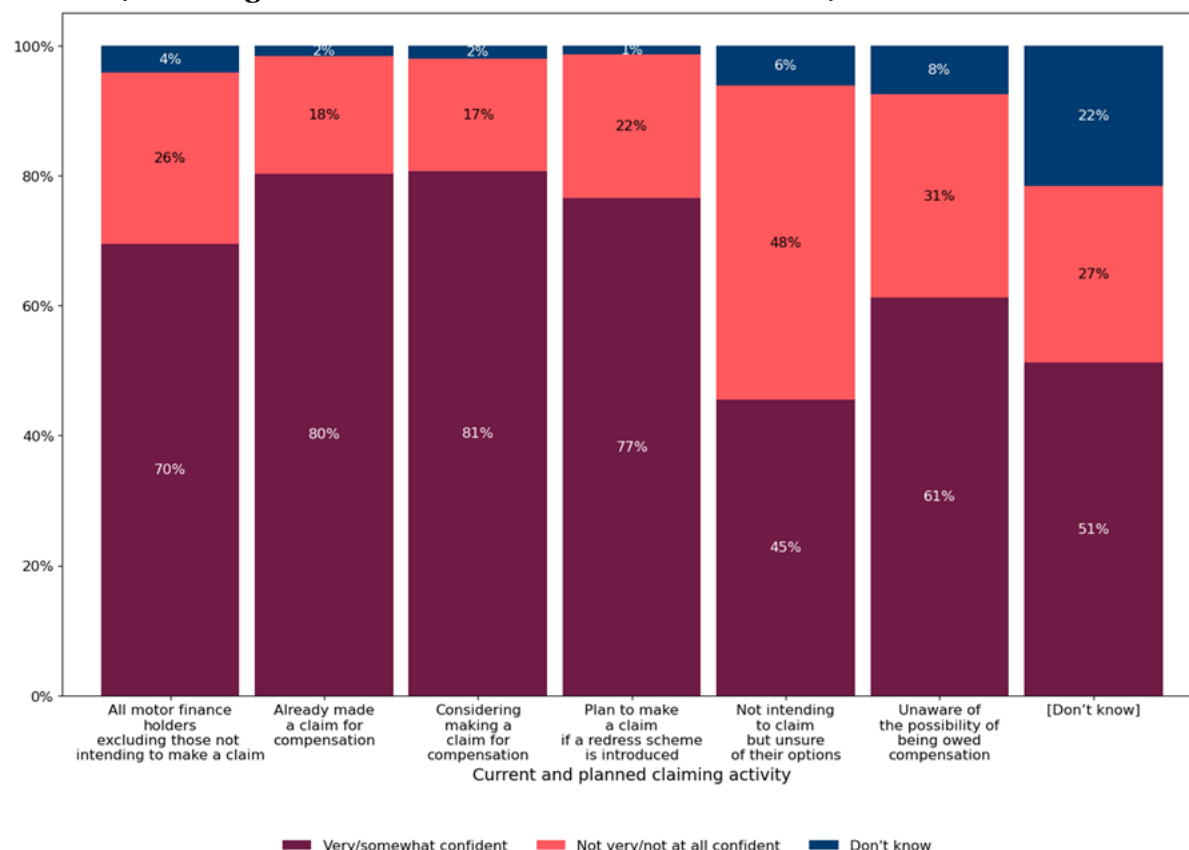
23. For all current and past motor finance holders excluding those who did not intend to make a claim (but including those who were unaware of the

possibility of compensation), 70% said they would be very or somewhat confident in making a claim themselves if a redress scheme were to be introduced (Figure 13).

24. Confidence in making a claim themselves if a redress scheme were to be introduced varied by age, working status and by whether they had low financial capability. As shown in Figure 13:

- 38% of those aged 65+ were not very or not at all confident in making a claim themselves, compared to 19% of those aged 25-34.
- A higher proportion of those who were not working were not very or not at all confident in making a claim themselves - 40%, compared to 23% among those who were working.
- 38% of those with low financial capability were not very or not at all confident in making a claim themselves, compared to 15% of those without low financial capability.
- No other differences between these groups were statistically significant.

Figure 14: Confidence in claiming themselves if a redress scheme were to be introduced by current and planned claiming activity, among past and current motor finance holders (excluding those who did not intend to make a claim)

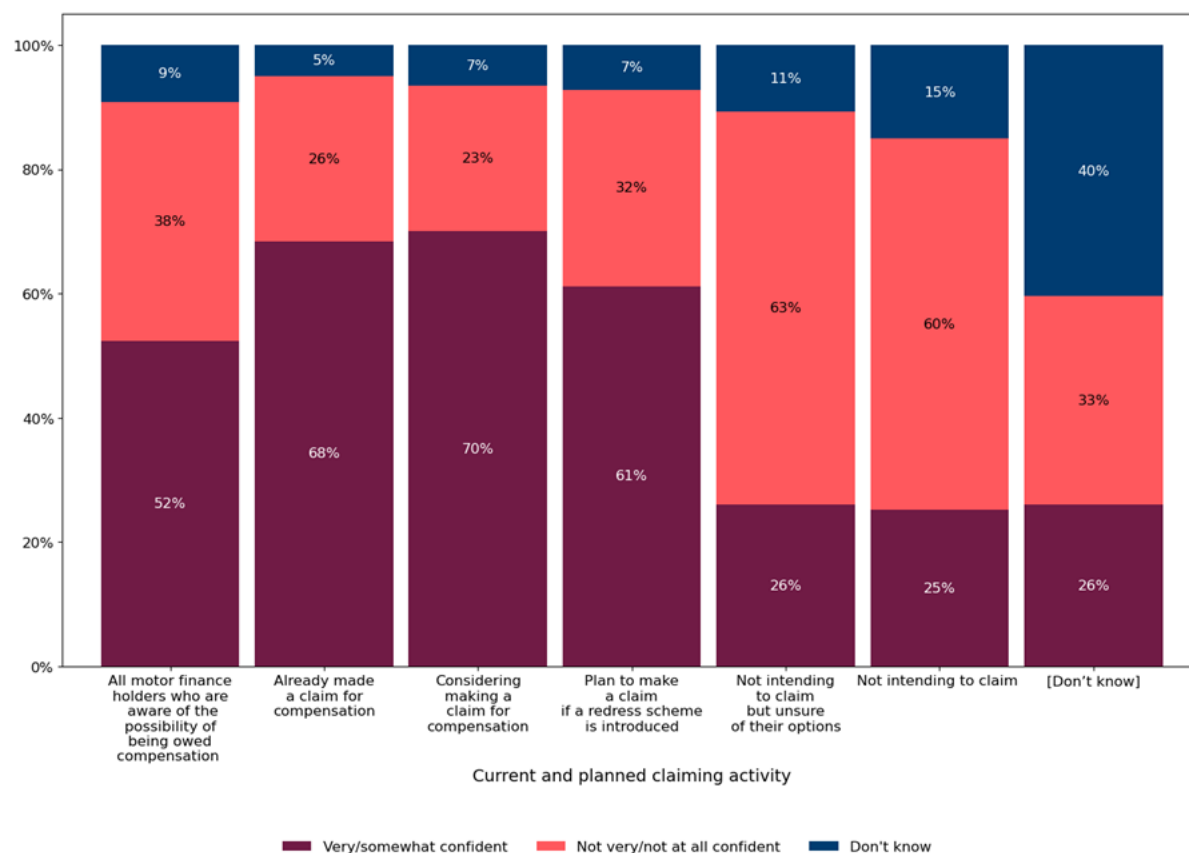


These groupings are based on responses to the following questions: Q.20 How confident would you be in making a claim yourself if a redress scheme is introduced? Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders excluding those who do not intend to make a claim (n=2,688)

25. Looking at the impact of a redress scheme among current and intended claiming activity, 81% of those who were considering making a claim said they would be confident in doing it themselves if a redress scheme were to be introduced (Figure 14), though this was only 45% among those who said they were not intending to claim but were not sure of their options, and 61% among those who were unaware of the possibility they may be owed compensation. These differences were statistically significant.

26. Also important to note (but not shown in Figure 14) is that: among those who were definite that any of their car finance agreements involved a commission paid to a broker or dealer, or thought it was the case, 80% said they would be confident in making a claim themselves if a redress scheme were to be introduced, compared to just 52% of those who did not know if commission was paid.

Figure 15: Confidence in eligibility to claim compensation under any redress scheme by current and planned claiming activity, among past and current motor finance holders who were aware of the possibility of being owed compensation

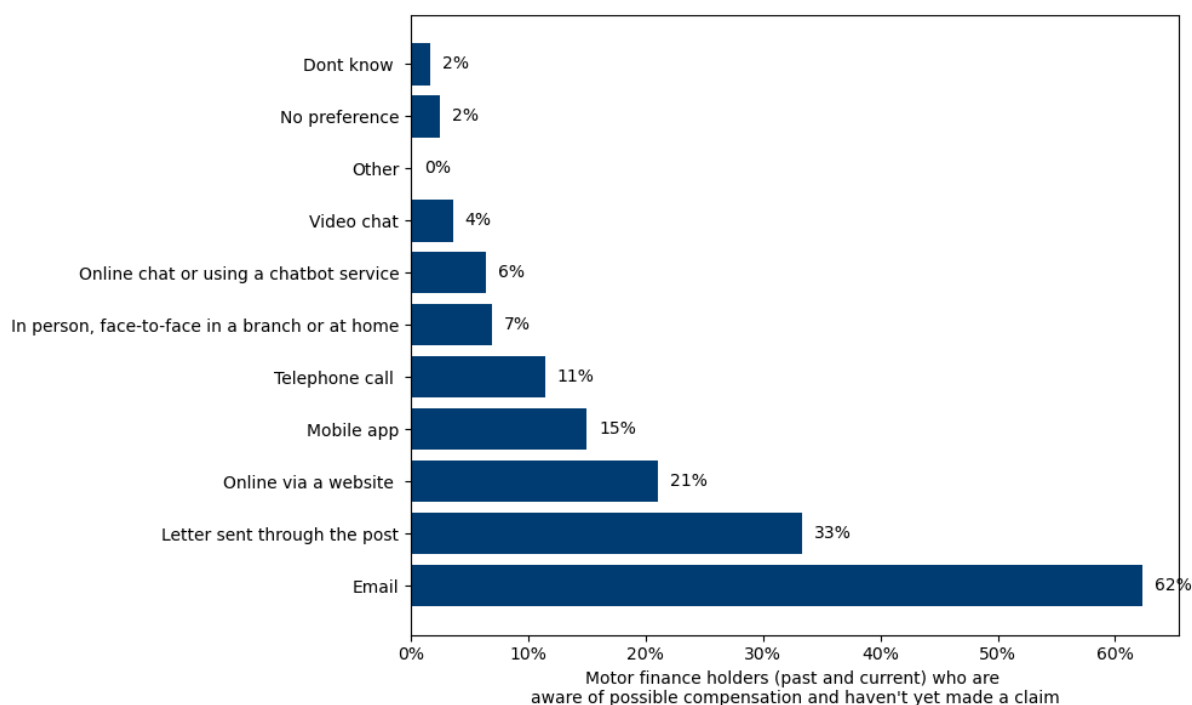


These groupings are based on responses to the following questions: Q.18 How confident were/are you about your eligibility to claim compensation under a potential redress scheme?; Q.9 Before today, had you heard about the possibility of being owed compensation if you had used motor finance to buy a car, van, campervan or motorbike, for personal use only (i.e. excluding vehicles for business use)? Base: All motor finance holders who are aware of the possibility of being owed compensation (n=2,409)

27. Among those past and current motor finance holders who were aware of the possibility of being owed compensation, 52% were very or somewhat confident in their eligibility to claim compensation under a potential redress scheme, with 38% not very or not at all confident, and 9% did not know (Figure 15).

28. Confidence in eligibility to claim compensation under a potential redress scheme varied by current and planned claim activity, as is shown in Figure 15. Of those that were considering making a claim for compensation, 70% were very or somewhat confident in their eligibility for any redress scheme, falling to 26% among those who were not planning to make a claim but were not sure of their options. Among those who did not intend to make a claim, this was 25%. These differences were statistically significant.

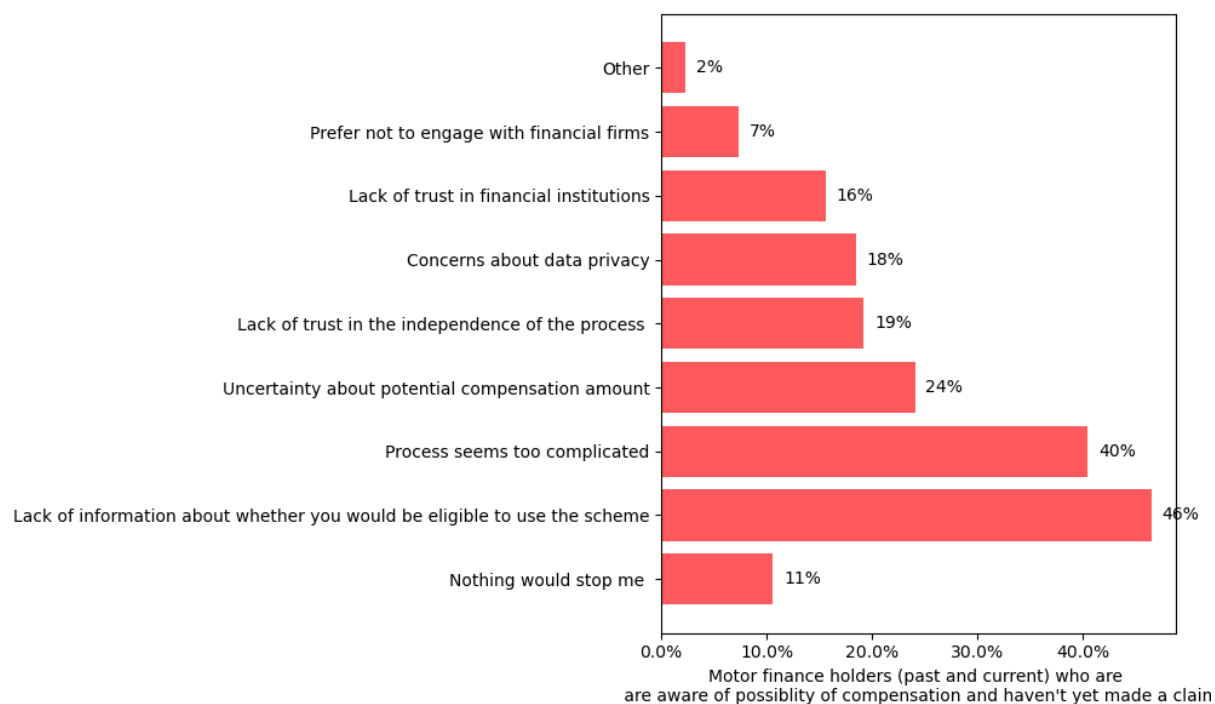
Figure 16: Preferences for receiving information about or guidance about making a claim if a redress scheme were to be introduced, among past and current motor finance holders (excluding those who did not intend to make a claim)



Q.19 If a redress scheme is introduced, how would you prefer to receive information or guidance about making a claim? (please select all that apply). Base: All motor finance holders excluding those who do not plan to make a claim (n=2,688)

29. Figure 16 shows the preference for how past and current motor finance holders, excluding those who were not planning to make a claim, would like to receive information or guidance about making a claim if a redress scheme were to be introduced. Over three-fifths (62%) said they would prefer to receive information via email, and a third (33%) said they would prefer to receive information via a letter sent through the post.

Figure 17: Barriers to claiming, among past and current motor finance holders who were aware of the possibility of being owed compensation and hadn't yet made a claim

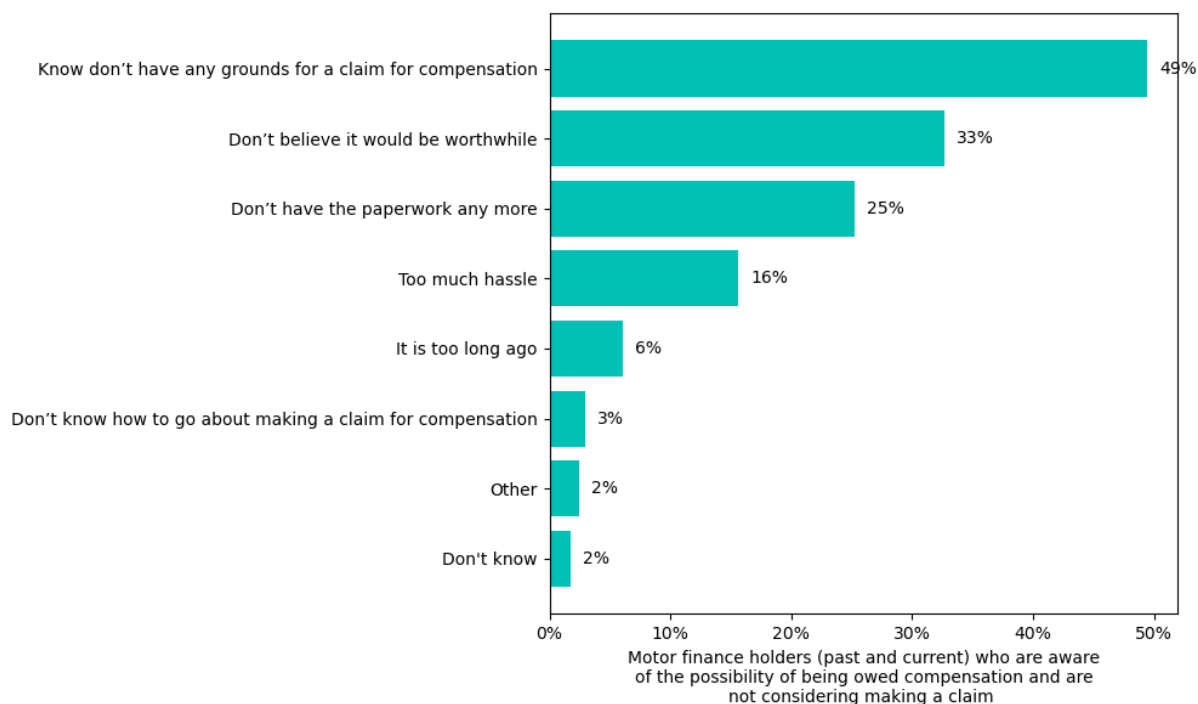


These groupings are based on responses to the following questions: Q.15 What, if anything, would stop you from making a claim? (Select all that apply). Base: All motor finance holders who are aware of the possibility of being owed compensation and had not made a claim (n=1,398)

30. The most often cited barriers to claiming compensation, among those who were aware of the possibility of being owed compensation and had not yet made a claim, were a lack of information about whether they would be eligible for the scheme (46%) or the process seeming too complicated (40%) (Figure 17).

Reasons why motor finance holders are not intending to make a claim

Figure 18: Reasons for not considering making a claim for compensation regarding a motor finance agreement, among past and current motor finance holders who were aware of the possibility of being owed compensation but were not intending to make a claim



Q.16 What are your reasons for not considering making a claim for compensation regarding a motor finance agreement? Other responses recoded to add a new category of 'It is too long ago'; Base: All motor finance holders who are aware of the possibility of being owed compensation but not considering making a claim (n=410).

31. Among the 18% of motor finance holders who were aware of the possibility of compensation but were not intending to make a claim (see Figure 10), 49% said they knew they did not have any grounds for compensation (Figure 18) and 33% said they did not believe it would be worthwhile.

Annex 1: Segmentation

To provide greater insights into the breakdown of awareness and likely claim activity among past and current motor finance holders, this analysis grouped responses to different questions in the survey as follows:

1. Claimed
 - Heard about the possibility of being owed compensation (Q9=1)
 - Already made a claim for compensation (Q13=1)
2. Considering claiming and following updates
 - Heard about the possibility of being owed compensation (Q9=1)
 - Considering making a claim for compensation, or plan to make a claim if a redress scheme is introduced (Q13=2,3)
 - Actively following, closely or occasionally, updates or news about the motor finance redress issue (Q12=1,2)
3. Considering claiming but not following updates
 - Heard about the possibility of being owed compensation (Q9=1)
 - Considering making a claim for compensation, or plan to make a claim if a redress scheme is introduced (Q13=2,3)
 - Not actively following updates or news about the motor finance redress issue, or don't know (Q12=3,4)
4. Unsure about claiming and following updates
 - Heard about the possibility of being owed compensation (Q9=1)
 - Not sure of their options or don't know if they will make a claim for compensation (Q13=4,6)
 - Actively following updates or news about the motor finance redress issue (Q12=1,2)
5. Unsure about claiming but not following updates
 - Heard about the possibility of being owed compensation (Q9=1)
 - Not sure of their options or don't know if they will make a claim for compensation (Q13=4,6)
 - Not actively following updates or news about the motor finance redress issue (Q12=3,4)
6. Not claiming but aware of the possibility of being owed compensation
 - Heard about the possibility of being owed compensation (Q9=1)
 - Do not intend to make a claim for compensation (Q13=5)
7. Unaware of the possibility of being owed compensation

- Not heard about the possibility of being owed compensation, or don't know if they have (Q9=2,3)

