Guide — Information Only

What Is an FSCS Pension Claim?

General information guide. Not financial or legal advice. For a free assessment visit redressadvisory.com

Information only — not advice. This guide is for general information only and does not constitute legal or financial advice. Redress Advisory Ltd is applying for authorisation as a Claims Management Company (FCA reference: to be confirmed). You may pursue a pension complaint directly and free of charge via the Financial Ombudsman Service or the FSCS.

What Is the FSCS?

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation scheme, funded by the financial services industry. It protects consumers when FCA-authorised firms fail and cannot pay claims against them. The FSCS is free to use — you do not need a claims management company to make an FSCS claim, though you may choose to use one.

When Is a Firm "In Default"?

The FSCS declares a firm "in default" when it has determined the firm is unable to pay claims against it. This is separate from administration or liquidation. Once in default, eligible claimants can submit compensation claims directly to the FSCS.

How Much Can I Claim?

For investment and pension mis-selling claims, the FSCS pays up to **£85,000 per firm**. If you have claims against two separate failed firms, you may claim up to £85,000 from each. Where your loss exceeds £85,000, Route 4 civil litigation may recover the balance uncapped.

How Is My Loss Calculated?

The FSCS uses FCA DISP Appendix 4 methodology for DB transfer cases: (1) the current cost of reinstating your lost DB pension rights; (2) the current value of your SIPP or pension pot; (3) the difference is your compensatable loss, subject to the £85,000 cap. For DC cases the calculation compares your actual outcome against a suitable benchmark.

Do I Need to Use a CMC?

No. You can submit an FSCS claim yourself for free at fscs.org.uk. If you use a claims management company, our fees are capped by the FCA under the CMCOB 5.2 sliding scale — see below.

Your rights and our fees

You do not have to use us

You can complain directly to the firm, refer to the Financial Ombudsman Service (www.financial-ombudsman.org.uk · 0800 023 4567) or apply to the FSCS (www.fscs.org.uk · 0800 678 1100) — all completely free. If you use the free routes, you keep 100% of any compensation.

Our fees — CMCOB 5.2 sliding scale, success only

Redress received	Max %	Max fee
Up to £1,499	30%	£420
£1,500–£9,999	28%	£2,500
£10,000–£24,999	25%	£5,000
£25,000–£49,999	20%	£7,500
£50,000 and above	15%	£10,000

Compensation paid directly to you. We invoice after you receive compensation. Nothing to pay if unsuccessful. Source: FCA PS21/18 (Chapter 2, Table 1) & CMCOB 5.2. Excl. VAT.

14-day right to cancel

Cancel any agreement within 14 days of signing, without charge or obligation.

Complaints

Contact complaints@redressadvisory.com. If unresolved, refer to the Financial Ombudsman Service free of charge within 6 months of our final response.