Guide — Information Only

Time Limits for Pension Complaints

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.

Why Time Limits Matter

Pension advisers and SIPP operators rely heavily on claimants not acting in time. Understanding the time limits that apply to your specific claim is essential before taking any other step.

The Two FOS Time Limits (DISP 2.8.2R)

Limit 1 — Six-year absolute clock: Your complaint must be brought within 6 years of the event — typically the date the advice was given or the transfer was completed. For advice given in 2018 or earlier, this clock has now expired for many claimants.

Limit 2 — Three-year awareness clock: Even if the six-year clock has expired, the FOS can consider your complaint if brought within 3 years of when you first knew, or reasonably ought to have known, that you had grounds to complain.

The Six-Month FOS Window

If you have received a Final Response Letter from the firm rejecting your complaint, you have 6 months from that date to refer to the FOS. After 6 months the FOS will generally not accept the complaint.

FSCS Time Limits

FSCS limitation rules are separate from FOS time limits and run from the date of the firm's default, not the date of the original advice. Where a firm was recently declared in default, the FSCS claim window may be open even where FOS time limits have expired.

Civil Litigation — Separate Rules

FSMA s.27 civil claims have their own limitation rules under the Limitation Act 1980, typically 6 years from when the cause of action accrued with a 3-year discoverability extension. These are assessed case by case.

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.