

FCA PPI DEADLINE 29 AUGUST 2019

**Time is running
out to make a PPI
complaint**

**Take action before
it's too late**

What is PPI?

PPI (Payment Protection Insurance) was a policy sold with credit products such as loans, mortgages, credit cards, store cards and catalogue credit.

PPI was designed to cover repayments where you could not make them yourself. For example, if you were made redundant or could not work due to an accident, illness or disability.

If you haven't complained to your provider by 29 August 2019, you won't be able to claim money back for PPI – so you should make your decision as soon as possible.

Is PPI relevant to me?

Millions of PPI policies were sold in the UK, mostly between 1990 and 2010. If you took out a credit product during this period, you may have been sold PPI at the same time.

The FCA has a comprehensive list of PPI providers who might have sold PPI. Search 'FCA PPI' or call 0800 101 88 00.

How do I know if I am eligible to complain about PPI?

We have found that PPI was often mis-sold. Examples of mis-selling include:

- PPI being added to your loan or credit product without you knowing
- Being pressured to take out PPI or told you must have it
- Being advised to buy PPI when you were unemployed or had a pre-existing medical condition

There may be other ways you have been mis-sold PPI.

You may also be able to complain if you think your bank or other provider earned a **high level of commission** from your PPI and did not tell you when you bought it.

Millions of complaints about PPI have now been made and over £34 billion has been claimed back.

If you haven't complained to your provider by 29 August 2019, you won't be able to claim money back for PPI – so you should make your decision as soon as possible.

How do I check if I had PPI?

If you've had a loan or credit product but aren't sure whether you had PPI, you should check with your provider.

Many providers now offer online tools to help you check.

You can find a comprehensive list of PPI providers and their contact details on the FCA website. **Visit www.fca.org.uk/ppi or call 0800 101 8800.**

Checking whether you had PPI is simple and free. Don't worry about paperwork, you just need your name, date of birth and relevant previous addresses.

How do I complain about PPI?

If you were mis-sold PPI you may be eligible to make a complaint and potentially claim back money.

If you decide to complain, this is free, and you can do this yourself. You should complain directly to the provider who sold you PPI.

A claims company may contact you offering to help make your PPI complaint. If you decide to use one, they are likely to charge you for this service.

Providers are obliged to make complaining about PPI simple and will help you through the process.

There are a few ways you can contact your provider to make a complaint:

- **Online** – many providers have online complaints tools on their websites
- **Telephone** – be aware that phone lines will have limited hours of operation
- **Post** – allow enough time for the complaint to reach your provider before the 29 August deadline
- **In branch** – be aware of the opening and closing times of your local branch

Your provider will look into your complaint (they may ask you for more information so make sure you give them your contact details).

Your provider must respond within eight weeks to tell you whether you have been successful and are owed some money, or to explain why they need more time to look into your complaint.

Time is running out. If you haven't complained to your provider by 29 August 2019 you won't be able to claim money back for PPI.

How do I know if I am eligible to complain about commission earned by a provider?

Banks and other providers must now also consider PPI complaints about the commission they earned from PPI.

This means you may now be able to complain if you think your bank or other provider earned a high level of commission from your PPI and did not tell you.

It also means you may get some money back even if you were not mis-sold PPI. And if you previously made a mis-selling complaint and it was rejected, you may be able to make a new type of complaint

Have you already complained about PPI mis-selling?

“No”

You should consider whether you may have been mis-sold PPI. Your provider will consider the commission they earned as part of a mis-selling complaint even if you don't mention it.

“Yes”

- **Your complaint was rejected**

You may be able to make a new type of complaint about commission earned by a bank or other provider, contact your provider.

- **Your complaint was successful, and you were refunded some or all of your money**

You will not get back more money if you now complain about commission earned from the sale of the same PPI policy. This is because there is no remaining loss that you need to claim back.

- **You complained about PPI since late 2015**

Your provider should already have told you in writing that they would consider the commission they earned as part of your complaint – check the paperwork from your complaint or contact your provider if you aren't sure.

What happens if I am not happy with the outcome of my complaint?

If you are not happy with the final response you receive from your provider (or you do not get any response within eight weeks) you can complain to the Financial Ombudsman Service on **0800 023 4567**.

We are the Financial Conduct Authority (FCA). We regulate the financial services sector and are here to protect you.

This leaflet provides you with information to help you decide whether you should make a PPI complaint.

If you haven't complained to your provider by 29 August 2019, you won't be able to claim money back for PPI.

Visit our website:
www.fca.org.uk/ppi

Call our helpline:
0800 101 8800

(Please ask if you need information in another language or format)

Or textphone:
18001 01434 372 580