

Video: FCA explains: Making financial services claims and using claims management companies (CMCs) transcript

You may be able to claim compensation if you have a complaint about:

- A financial services firm, like and insurance provider, a financial adviser, or a lender

or

- a financial services firm that has gone out of business

It's free and simple to claim compensation yourself, and you can get help to do this.

Doing this means you will keep all the money you're awarded.

You could use a CMC to help you, but they'll charge you a fee if your claim is successful.

This will reduce the amount of money you get.

We've set a maximum fee a CMC can charge you for financial services claims.

This means you keep more of the money you're awarded.

If you have a financial services claim, first check how to make a claim for free yourself.

If you use a CMC, make sure you check:

- that it's regulated
- that you've been given details about what you will pay

Find out more about using CMCs, the fees you can be charged, and how to make a free claim yourself on our website:

www.fca.org.uk/cmc