

Motor Finance Consumer Redress

Delivered at scale. Fully compliant.
Customer first.

Info Sheet



The FCA’s new motor finance redress requirements will place huge pressure on businesses to communicate with customers accurately, fairly and at speed. Large volumes, compressed timelines, intense regulatory scrutiny and heightened consumer expectations mean that redress is a test of operational resilience, compliance maturity and customer care.

That’s where we help. We support organisations operating in highly regulated markets to deliver complex redress programmes with confidence. Our platform and services are designed to drive high-volume, rules-driven customer communications while maintaining absolute clarity, traceability and compliance. Just as importantly, we help simplify the experience for customers at what is often a sensitive and confusing moment.

Proven track record in redress

This is not our first redress programme. We have a strong track record supporting remediation and compensation exercises across financial services, retail finance, banking, insurance and pensions – often under challenging conditions and regulatory oversight.



Multiple large-scale remediation programmes

In recent years, we have delivered multiple large-scale remediation programmes for a major motor finance provider following identified service challenges during the COVID period. These included issues such as reduced service availability and call handling delays for customers experiencing financial difficulty. Working closely with the client and a specialist contact centre partner, we designed a joined-up solution combining customer communications, inbound support, printed fulfilment and returns management. One such programme, completed in March 2024, successfully delivered over 135,000 customer communications.



Communications compensation exercise

We later supported the same organisation with a further compensation exercise relating to communications involving deceased customers – an engagement requiring exceptional sensitivity, robust governance and clear audit trails. Delivered in August 2024, this programme reached more than 24,000 customers.



Regulatory redress campaigns for major banking and retail organisations

Our experience extends beyond motor finance. We have delivered regulatory redress campaigns for major banking and retail organisations, including remediation for underpayment of interest on account closure. These programmes involved the design and delivery of compliant customer communications alongside the creation and fulfilment of compensation cheques, ensuring customers received clear explanations and timely payments. Similar end-to-end redress campaigns have been delivered at scale for retail brands, reaching tens of thousands of impacted customers.



Support complex, long-running programmes

In the pensions sector, we also support complex, long-running programmes such as GMP equalisation, helping organisations manage data, member communications and regulatory obligations with confidence and control.

Across every engagement, our approach remains consistent - digital-first, print-ready, and always compliant. We deliver consistent messaging across channels, seamless fallback to print when required, automated and auditable processes, inbound and outbound message management, and full end-to-end visibility.

When the stakes are this high, clarity becomes a compliance advantage. With proven experience under pressure, we act as a true communications partner, helping you deliver FCA motor finance redress confidently, compliantly and at scale.

Find out **more...**

Talk with our friendly team to learn more about the options that are available to you and discover what your implementation process could look like.

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Mail Metrics helps organisations manage regulated, critical customer communications via one platform, unifying digital and print. The Mail Metrics platform provides teams with real-time analysis for total control, and customers with the communication experiences they expect. As a trusted partner, Mail Metrics consults with clients to deliver tailored insight, enabling organisations to maximise the effectiveness of their communications. A suite of certifications across our sites provides robust evidence of Mail Metrics' dedication to operational compliance and integrity.