

Was your pension in the old British Steel Pension Scheme? You might be owed money if you transferred out.


Making a claim with FSCS is completely free and confidential.


We understand that making your British Steel Pension claim may seem like a daunting process. We are here to help you each step of the way and to ensure the process is as simple as possible.


 <p>Step 1: Please get in touch and submit a claim</p>	 <p>Step 2: We gather and review the evidence</p>	 <p>Step 3: We assess your claim and calculate any compensation</p>	 <p>Step 4: We let you know the outcome and pay out any compensation</p>
<p>The easiest way to make a claim is through our website.</p> <p>Create an online account and you can save your progress if you need to finish it another time. We will tell you which information we need to support your claim. Once submitted, you can check your claim's status at any time.</p> <p>If you don't have access to a computer, please call our customer services team or email us (see details below) to request a paper application form.</p>	<p>As soon as we receive your application, it is assigned to a dedicated claims handler.</p> <p>This person will be in touch to keep you informed of what is being requested from the British Steel Pension Scheme.</p> <p>This includes how much pension you accumulated and information about the pension you were advised to transfer over to.</p>	<p>Once we have enough information, we consider whether the pension transfer advice you received was suitable.</p> <p>If we find the advice was unsuitable, we will work out how much money you lost and how much we can pay you under our rules and compensation limits.</p>	<p>If we can pay you compensation, you'll receive the money by transfer or cheque - whichever you prefer as stated in your application.</p> <p>You'll also receive a letter explaining our decision and how any compensation was calculated.</p>



Contact details and more information

 **Online web chat** (Monday–Friday 9am – 5pm, excluding public holidays)

 **0800 678 1100** (Monday – Friday, 9am – 5pm, excluding public holidays)

 Use our [online contact form](#) or email us at: enquiries@fscs.org.uk

 Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY

 More information about the [claims process](#) is available on our website