

Hello,

welcome to the latest news update from FSCS.

New failed firm pages

Sometimes firms or products present situations that FSCS hasn't dealt with before. When this happens, we need to examine the background of the issue and understand its full circumstances. Only then can we consider any claims against the firm or product. You'll be more familiar with these claims showing online as a Thematic claim status.

We've recently started to post updates on our website and you can direct customers to [this webpage](#). Currently we're developing a way to receive updates from multiple pages. We'll let you know when we've released this functionality.

We're also in the process of adding update pages about all firms with outstanding issues and aim to complete this programme by the middle of July. This is the first step in trying to improve our communications with you and our mutual customers around these issues.

As a starting point, in July as a one-off, we'll contact customers to tell them about the website updates and the email update functionality on failed firm pages. If you've submitted claims with your email address in place of the customer's, you're likely to receive an email addressed to the customer from us. If you could forward this message to the customer it would be gratefully appreciated.

Faster payments

We're also improving our payments process, and from tomorrow (27th June) the process will be faster for claims. This improves our ability to serve customers, providing same-day payment, rather than the 3 day wait associated with BACS.

Feedback

If you'd like to give feedback on the points above, please do so at rep@fscs.org.uk

Thanks,

The FSCS team