



Dear Representatives,

Here's our latest newsletter with important updates from FSCS.

Important information about Defined Benefit Pension Transfer claims

Between 2 August 2022 and 27 September 2022, the FCA is consulting on changes to guidance that it provides for calculating redress for consumers who received unsuitable advice to transfer out of their defined-benefit (DB) pension. FSCS uses this guidance to calculate compensation for pension claims.

The FCA expects FSCS to continue to calculate and offer compensation to our customers using the existing guidance while this consultation takes place.

However, the FCA has advised that customers and their representatives have the option of putting claims on hold until the outcome of the consultation is known, and the updated guidance comes into force.

Please refer to the [FCA website](#) for further information on the consultation and if this option would be suitable for your customers.

What does this mean for claims?

If you **do not** put a claim on hold, we will continue to issue a decision and pay your customer any compensation they are owed as soon as possible using the current guidance.

If you **do** ask us to put a claim on hold, we will pause the processing of the claim. This means we won't issue a decision or offer the customer any compensation they are owed until the consultation is complete and the updated guidance is in force.

We expect that the FCA will complete this work in early 2023, but this date may change. Any claims put on hold will show as 'Referred to another team'.

What do I need to do?

If you or your customer **do not** want to put a claim on hold, there's nothing for you to do.

If you **do** want FSCS to put a claim on hold, you need to let us know by emailing claims@fscs.org.uk quoting the claim reference number in the subject line of the email. We won't be able to accept any requests in bulk by spreadsheet.

Once the consultation is complete and the updated guidance is in force, we will start working on claims that were put on hold again. We'll do this automatically, but you can contact us earlier if you change your mind.

When deciding whether to submit new claims impacted by this consultation, please consider the potential impact of limitation on each claim. You may wish to submit an application and then let us know if you'd like to put it on hold.

Office closed Monday 19th September - Bank Holiday

Our office will be closed on Monday 19th September following the announcement of a national bank holiday for the State Funeral of Queen Elizabeth II.

Service will resume on Tuesday 20th September with our normal work hours, 9am-5pm.

Many thanks,

The Representative Team

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