



Dear Representatives,

As you may be aware, Capita has been impacted by a cyber incident in recent weeks. FSCS works in partnership with Capita, who provides some of our claims handling resource and handle enquiries from customers and the public.

Capita has confirmed that it has no evidence that any FSCS customer data has been compromised, and we've been working closely with Capita as it seeks to fully restore its services. As this has meant a reduction in available resource over April, some representatives may have noticed fewer decisions, a reduction in information requests or a slower response time to queries.

Please note that we immediately moved claims involving customers with care needs to our internal claims handling team to ensure that those claims continued to be treated as a priority.

We now have a solution in place that will enable Capita to safely resume the rest of the services it provides to FSCS and our customers. Some representatives may continue to see fewer decisions than they'd normally expect for a short period. Please rest assured that we are working through the in-flight claims to deliver the services our customers need.

We're sorry about the inconvenience and any delay caused by this issue.

Please continue to use our Online Claim Service and we ask that you don't contact us for general updates so that our teams can focus on assessing our customers' claims.

We hope you've found this useful,

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

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