



Dear Representatives,

## Transitioning our Contact Centre

During April, we'll be transitioning our Contact Centre to in-house at FSCS. Our current agents will be transferring to us on 1 April 2024 and we don't anticipate any major disruption to our service during the transition. We are also training additional new agents to get them up to speed with FSCS's processes and guidance so that they can hit the ground running.

This will mean you may start to hear from some new people that you won't have spoken to before. Naturally, for complex queries, some of these new agents may need additional time to provide you with the right information, so please be patient while they help you.

You can still contact us in the normal way. And if you have any feedback about how you think we could do things better to support your customers, then please do get in touch.

## Mass claim submissions

If you have lots of claim submissions to send to us, please let us know by emailing us at [relationshipteam@fscs.org.uk](mailto:relationshipteam@fscs.org.uk), so that we can discuss them with you.

If you let us know in advance about volumes and forecasts, we can plan for our resources so customer claims can be processed more quickly and efficiently.

## Signing up for Firm updates on our website

A reminder that you can sign up for updates on our website for any firm that is undergoing investigation with our emerging issues team. You will receive automatic updates as soon as FSCS updates that Firms page.

You can also ask customers to sign up to this directly, so they are kept updated while we investigate the firm.

You can sign up to the updates by searching the firm on our website, the area to add your email address can be found at the bottom of the page.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

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