



Dear customer representatives, here's the latest update from FSCS.

## Application Underway Status

In recent months, we've noticed that some of the claims submitted by representatives were started on our online claims service a long time ago, but have only recently been submitted. It appears some representatives are setting up the FSCS claim reference at the start of the journey with their customer and then leaving the claim idle while they gather information.

It's important that the right work is done on claims up front, so that we can provide the best possible journey for all customers. It's also vital that claims are managed properly so that we don't hold customer data unnecessarily.

You should only be starting a claim on our online claim service once you've got all the necessary documentation together and you think you're ready to submit it on behalf of your customer. This should mean that most claims started are sent off for the customer's electronic signature the same day.

We know there will be some claims where the circumstances require an unexpected piece of information and you'll need to do some further work. However, these instances should be the exception, rather than the norm.

Please can all representatives review their processes. This would include closing any old claims that the customer is no longer pursuing, and ensuring that claims are only started with FSCS when all the supporting evidence has been gathered.

## Bulk Claims Process

If you have large numbers of claims or appeals that you wish to bring to FSCS, it's important to talk to us about them as early as possible in the process. Sometimes claims or appeals have common themes that can be answered through one conversation, rather than lots of responses that are all very similar.

Contact can be made via the rep mailbox [rep@fscs.org.uk](mailto:rep@fscs.org.uk). Once in contact, we may deal with the claims differently, enabling them to pass thorough our systems smoothly and efficiently. Please note this relates to claim submissions and appeals.

## Online Claim Service Updates

### **Status change**

You may have noticed there is no longer an automatic transition from 'data gathering' to 'evidence review' when we receive information on a claim. This has been removed to give a clearer picture and understanding of the status of the claim. The claim handler will now review the claim and decide whether they need more information, or can begin to review the evidence.

### **Correct email addresses when using DocuSign**

It's essential that the correct email address is always used on the application form you are submitting to the customer for DocuSign. Care should be taken to check and make sure the email address is correct before sending.

Inputting the wrong email address delays the customer's claim and could cause a data breach if it's received by somebody else.

Please note you should not be signing on behalf of the customer when using DocuSign. We have recently had to reach out to some representatives to rectify this.

### **Coming soon - DocuSign reminders to be sent to customers**

We will soon be sending reminder notifications to customers who've not yet signed their application form digitally. These will be after a set number of days. We will update you with more details again nearer the time when this goes live.

### **Recent IT issues you may have experienced**

Thanks for your patience while we investigated and resolved the recent IT issues with the Online Claims Service. These related to downloading PDF documents and DocuSign not working as it should when the email was sent to the customer.

These issues have now been resolved and we're working with IT to improve our messaging of IT issues.

Best regards,

The FSCS team

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