

Email doesn't look right? [View in browser](#)



Dear representatives,

As part of our ongoing commitment to enhance our processes and customer experience, we're introducing some improvements to our appeals journey.

Appeals on the portal

From **1 April 2026**, you'll be able to use the claims portal to check the status of an appeal. This applies to new appeals received from 1 April 2026. Initially, appeals that are already in progress will not be visible.

They will appear with the following information:



Appeal

We have your appeal and we are working on it.

[CHECK MY CLAIM DETAILS](#)

Appeal timescales

We are also working towards providing a response and decision for most appeals within **five months** of receipt. This change will help create a smoother customer journey, reducing the time customers wait for their claims to be resolved.

Thank you for your continued partnership as we make these positive changes.

If you have any ideas or feedback on how our processes could be improved, please share these by emailing relationshipteam@fscs.org.uk.

Regards,

Relationship Team

Financial Services Compensation Scheme

5th Floor, The St Botolph Building, 138-139 Houndsditch, London, EC3A 7AW

0800 678 1100

[Unsubscribe](#)