



Dear Representatives,

here are a couple more updates for the month of August.

Friday 27th August – reduced FSCS service

On Friday 27th August, FSCS will be running a slightly reduced service.

Our contact centre will be operating as normal so you can direct any queries you have via email or telephone in the usual way.

Claim handlers who aren't available on 27th August will endeavour to respond to queries received on Friday after the bank holiday.

If you have an urgent query, you can reach out to our contact centre and let our colleagues know that your query requires immediate attention. The contact centre will do their best to respond to your question.

Inactive claims will no longer open automatically

In addition to the update last week on 'inactive' claim letters, from next week you will see that claims that are at an inactive status will no longer open automatically when new information is sent in. This is so we can make sure the information sent in to us is exactly what we need to reopen the claim. This will stop claims reopening and being made inactive again within a short period of time.

We will review the information we receive and if we can move the claim forward you will see the claim reopen online. Documents received should still be visible online and an update request will be responded to in the normal way but this will not trigger the claim to be reopened.

Please make sure you are using and checking the online claims service to see what is happening with any claim in the first instance.

Thanks,

The Representative Team

Financial Services Compensation Scheme

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