Dear Representatives,

Here is the lastest August update from FSCS.

How long are claim times taking?

We've seen an increase in representatives calling our customer service team asking for updates on claims. Often, these queries relate to claims that have been at a status for longer than expected. We'd like to manage representatives' and customer expectations that this is nothing to be concerned about.

Depending on a variety of factors, like the nature of the claims or the speed in which we receive information we've requested, claims may move more quicky or slowly at different points on their claim journey. We recommend that representatives manage customer expectations by using the end-to-end customer claim journey (rather than the time spent at each stage). This should help to provide an overall better customer experience by appropriately managing expectations. Average claim times can be found on the **How long will my claim take** page and are updated each month.

Why have I received this newsletter?

We've recently updated and expanded our distribution list for our regular newsletters to make sure that we're reaching as many representatives with claims at FSCS as possible. So, for some of you this may be the first newsletter you've seen, but please review our previous editions on the **Newsletters page** on our website as these contain information about FSCS' operation and procedures. We'll continue to send these out regularly whenever we have something to say, but if you'd like to be taken off the distribution list, please just email **relationshipteam@fscs.org.uk** to let us know.

Customer care

It's important that professional representatives make us aware of their customers' care needs at the earliest possible opportunity – ideally as part of the initial application. This will help us identify how we can adapt our service or prioritise individual claims.

We have seen an increase in generic copy and paste templates alerting us to financial hardship cases. Therefore, we would like to remind reps that it's important that these processes are used responsibly, and that the information provided is accurate.

Reps should ensure the following is provided when making us aware of a customer care need:

- The request is genuine and provide us specific details about the customer's circumstances.
- What they want us to do to support and how that action assists the customer.

This information is important as we need to make careful decisions regarding prioritisation - if we prioritise a high volume of customers, it means those customers who really need us won't get our help as quickly.

We are currently looking at our customer care processes and taking steps to make further improvements. If you have any ideas or feedback on how you think this could be improved, please share this with us via the **Relationship mailbox**.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU

0800 678 1100