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Dear representatives,

Temporary pause on issuing rejected claims decisions

We're writing to advise you that FSCS will temporarily pause issuing rejected claim decisions.

To ensure we act with care and fairness during the Christmas period, FSCS will pause sending any rejected claim or rejected appeal decisions. We understand that receiving difficult news at this time of year can be especially hard so we want to avoid adding stress during the holidays. While we will continue processing claims internally, we will hold off on issuing rejection decisions until after the festive period. This is to make sure our approach remains sensitive and considerate.

This pause will be in effect from close of business on 19 December until 29 December. Rejected claims will resume from 29 December. Rejections will be processed up to decision point but won't be completed or issued to customers during this period.

Please note that this pause applies only to the issuing of rejected decisions. All other claims handling activity will continue as normal.

We would be grateful if you could ensure your teams are aware of this update and take this into consideration when managing communications with customers.

Our team is still available to answer queries via email and webchat on 29, 30 and 31 December. The Relationship Team will also be available to support with any urgent queries or escalations. Please contact us by emailing relationshipteam@fscs.org.uk.

New FSCS office address

From 18 December 2025, FSCS will no longer be located at its existing office address of:

10th Floor Beaufort House

15 St Botolph Street

London

EC3A 7QU

FSCS's new address will be:

5th Floor

The St Botolph Building

138-139 Houndsditch

London

EC3A 7AW

Regards,

Relationship team

Financial Services Compensation Scheme

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

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