

Dear Representatives,

### **Festive opening hours**

Our offices and our phone lines will be closed between:

Wednesday 24th December 2024 from 12.30pm to Thursday 1st January 2026.

You'll still be able to access our Online Claims Service during this period. If these hours change for any reason, we will communicate this. Our team is still available to answer queries via email and webchat on the 29<sup>th</sup>, 30<sup>th</sup> and 31<sup>st</sup> 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](mailto:relationshipteam@fscs.org.uk).

### **Complaints reminder**

FSCS kindly reminds representatives that our complaints procedure can be used when you're not satisfied with our service. Our complaints team won't consider claim merits or outcomes.

Appeals relating to your claim decision should be directed to our appeals team.

### **Customer care**

We're committed to continually improving the service we provide to our customers. We want to make it as easy as possible for everyone to make a claim. Part of this is making sure we can offer the most appropriate help to customers who are vulnerable.

More information is available [here](#).

Once we've been told about a care need, we'll apply the most relevant adjustment. This doesn't always mean prioritisation, but we'll do what's right for each customer's individual circumstances.

It's important that you make us aware of your 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. Our claims handlers may contact you if we need more information about a customer care or prioritisation request.

Please provide the following when making us aware of a customer care need:

- Specific details about the customer's circumstances; and
- Information about what you would like us to do to support and how that action helps the customer.

This information is important because we need to make careful decisions about 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 reminded representatives in our August 2023 newsletter that it's important that these processes are used responsibly and that the information you give us is accurate.

On behalf of FSCS, we'd like to wish you and your teams a Merry Christmas and a Happy New Year.

Regards,

The Relationship Management Team