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Dear Representatives,

## Letters of Authority

We've seen an increase in representatives contacting FSCS asking for updates, or requesting to reopen a customer's claim, a considerable time after the claim has been closed.

When a claim has been closed for a considerable amount of time it's important that FSCS is confident that the authority to act on behalf on the customer is still valid and understood by the customer.

Please update your processes to meet this requirement. Not having a valid Letter of Authority causes unnecessary delays to us providing a response.

## Third Party Firm contact information

FSCS has relationships with many providers, some of which have FSCS-specific mailboxes and/or dedicated points of contact. These contacts are for FSCS use only and so must not be shared with other parties, including representatives or customers.

Where representatives need to contact a third-party firm, they should be using the firm's contact information already held, or using the information that can be found on:

- the firm's website
- the customer's paperwork
- the FCA register

## Correct details on the application form

We communicated this in a previous newsletter ([June 2023](#)), but we're still seeing some representatives entering incorrect contact details on application forms.

Please could all representatives ensure that they are using a genuine email address for their customers. If customers don't have an email address when they submit the application form on the portal, representatives need to choose the preferred contact for customers' post. Representatives are reminded not to use their business email addresses.

It's important that we have the customer contact details correctly added to the application form, not just because the customer will be signing to confirm that all the details submitted are correct, but also because:

- we may need to contact them directly at some point in the claim journey
- some third parties that we require supporting information from use this information to identify the customer's records

Consequently, incorrect customer contact details can result in unnecessary delays to claims as we try to confirm details that should already be on file.

Regards,

The Relationship Management Team

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