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Dear representatives,

In our November 2025 Outlook, our CEO, Martyn Beauchamp, shared that we've now completed the transition of our claims service, increasing the proportion of in-house claims handling and moving customer call-handling in-house. This shift was focused on enhancing the customer experience and boosting productivity. It has also helped us to further strengthen our internal expertise and adapt our resources across the wide range of claims that we handle daily.

These changes are already delivering results. Notably, we've halved the time spent requesting the data required from third parties to calculate potential losses for customers.

To further help improve our customer experience and expedite the claims journey we have been trialling "Target Resolution Dates" (TRDs). The TRDs are in line with the timescales quoted on our website.

TRDs were devised initially in response to an increase in claims and a growing number of cases that required extended firm investigations (known internally as [Emerging Issues](#) – EI), primarily Pension, SIPP and Share products. [EIs](#) are opened when FSCS encounters claims or firm failures that can't be assessed through existing processes. Often this is due to new issues, products or legal considerations. The EI team investigates the firm or issue and designs or updates the assessment approach. Individual claims are then reviewed using this new process.

We expect these pressures to ease slightly during the next financial year as, while overall claims volumes are expected to reduce going forward, the proportion of complex claims is expected to increase.

We have used TRDs to support the prioritisation of work, focusing on our oldest claims and claims where we identified that the customer had a [care need](#). This aged cohort has reduced by 48% since the introduction of TRDs.

Over the last six months, 90% of decisions due have been made within the TRD SLA. We are reviewing the TRD quarterly, with the aim of reducing timescales. We will continue to update the timescales published on our website accordingly. Following our last quarterly review, we have made some changes, particularly around how we calculate the TRD for claims that were inactive and then reopened.

When a claim is reopened after being inactive for less than six months, the TRD is recalculated by taking the original TRD and adding the time that the claim was inactive, plus an additional three months. A claim that is reopened after being inactive for more than six months will be treated as a new claim. It will be given a new TRD based on the date that it was reopened. These extensions are necessary because the supporting evidence may have expired during the inactive period so the claim needs time for fresh data collection.

Example:

- Original TRD: 1 April 2026
- Claim marked inactive: 1 November 2025
- Claim reopened: 1 December 2025

New TRD: 1 August 2026 (Original TRD + 1 month inactive + 3 months extension)

FSCS intends to share the TRD with representatives and customers once it is fully implemented. This is expected to be in the first half of our 2026/27 financial year (April-Sept).

Where a claim is subject to an EI investigation, currently an additional 12 months is added to the TRD to allow for the investigation. This timescale will be reviewed on a quarterly basis as part of the TRD review. We will communicate any changes.

Whilst the TRD is used alongside customer care needs to prioritise the order in which claims are worked on, it does not guarantee a decision by that date. There are a number of factors that can influence how long a claim takes for a decision. These exceptions should be minimal. We're confident that we're better able to manage expectations by sharing the TRD.

If you have any ideas or feedback on how our processes could be improved, please share this with us by emailing the Relationship team.

Regards,

Relationship Team

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