



Dear Representatives,

Here's a further update on the portal listings issue.

Portal listings corrected

Earlier this week we updated our claim statuses to provide more clarity for representatives when checking a claim's progress on our online portal. Unfortunately, we found that there had been some issues with the update, meaning that spreadsheet downloads for case listings had discrepancies regarding the claim statuses, and the lists of claims produced by the Advanced Search on the portal couldn't be sorted properly, with closed claims appearing at the top.

We're pleased to say that our IT Team have confirmed these issues are now resolved.

When viewing the results of an advance search on the portal, you can now sort them alphabetically by claim status to make it easier to scroll through and find the claims you need. We've also made changes to the downloadable CSV listings, so they only show the correct "Claim Status" information now and no longer have the "Claim Stage" column giving misleading progress information.

Thanks for your patience while we've been making these adjustments.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

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