



Dear Representatives,

Please see the June edition of our newsletter below, keeping you abreast of our key messages.

Operational update

In April we issued a newsletter on the impact of a Capita cyber incident, which meant that we had fewer resources available to process claims during that month. If you missed this message, you'll be able to find this here:

www.fscs.org.uk/professional-representatives/newsletter/. We'd like to update representatives on the progress we've made to restore the affected parts of our service.

Our focus in April was balanced between replying to correspondence received while services were impacted and continuing to get decisions out to customers – particularly to those who might be vulnerable. Over the course of May, we've made significant strides forward – increasing our decisions output to customers by around 75% compared to April. We're expecting to get even more decisions out to customers in June than we did in May.

We've also been upskilling pensions claims specialists on the BSPS calculator. This will help ensure that we're able to continue to accurately calculate losses for those that received unsuitable pension advice.

We'd like to thank those representatives that have kept their customers updated while we've worked through this. Please continue to use our Online Claims Service to find out the current status of individual claims.

Updated claim statuses

We've received feedback that the range of claim statuses and sub-statuses displayed on our online portal isn't providing the ideal level of clarity.

We want to make it easier for representatives to keep their customers up to date, so we're updating our claim statuses to give a better indication of where a claim sits in its journey. We're removing the sub-statuses and bringing in a number of new statuses that more clearly show the progress of claims.

The new statuses will go live on 20 June 2023, and we'll update our website accordingly to provide some information on what they mean for the individual claims. You'll be able to find this information at www.fscs.org.uk/making-a-claim/claims-process/claim-status/ once the new statuses go live later this month.

Correct details on the application form

We've seen that some representatives are putting their own contact details on the application form in the section intended for customer details. Please ensure that you include **only** customer information in the "Claimant Details" section of the application form.

Authorised representative contact details are held centrally on our system, so there's no need to include them on the application form, as long as the representative is clearly named in the "Claim Overview" section.

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. Incorrect customer contact details can result in unnecessary delays to claims as we seek to confirm details that should already be on file.

We hope you've found this useful,

Regards,

The Relationship Management Team

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