



Dear Representatives,

## Portal maintenance

Please be advised that the Online Claims Portal will be down for essential maintenance between 6pm on 15<sup>th</sup> March and 8am on 18<sup>th</sup> March. We're sorry for any inconvenience.

## How long are claim times taking? – Website update

Following feedback we have made some changes to the wording on our website to make it clearer and to better manage claim timescales for representatives & customers: [How long will my claim take?](#)

We recommend that representatives make use of this information to manage customer expectations by using the end-to-end customer claim journey (rather than the time spent at each stage). This should help to provide an overall better customer experience by appropriately managing expectations.

## Claims against City One Securities Ltd and Alexander David Securities Ltd concerning the activities of St Pauls Marketing Ltd

FSCS is now able to process claims against City One Securities Ltd and Alexander David Securities Ltd, the former Principal firms of St Pauls Marketing Ltd.

Due to the high volume and to assist the processing of these claims for customers, we are asking for the information we need mainly in bulk through relationships that we hold with various firms.

Due to the volume and nature of this work you may not see movement on your

claim for a while, but activities are happening in the background to ensure these claims are progressed as efficiently as possible for customers. Until we've completed this background work, we can't assess these claims.

We've noticed that some representatives have been asking for updates on these claims. To support us in delivering the best customer experience, we ask representatives not to chase us for updates. Asking for updates on these claims will also take our handlers away from progressing claims, so we kindly ask that you do not send update requests.

Representatives don't need to do anything at this time unless we write to you directly for information and we will be in touch as soon as we have an update for you.

Thank you for your understanding and cooperation.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

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