



20 March 2020

A message from FSCS - COVID-19

We hope you and your loved ones are safe at this difficult time.

We understand your concerns and want to reassure you that FSCS is open and fully operational. We're keen to reassure everyone that we've plans in place ensuring we continue delivering our claims service.

Our plans closely align with the government's response framework and are based on Public Health England's advice. As the official advice changes, we will adjust our response.

We are now practising social distancing and have increased remote working for staff. However, we want to reassure you that we're continuing to review and issue decisions on claims.

Temporary arrangement for obtaining signatures from the vulnerable and over 70s

We understand that obtaining signatures at this time is difficult and somewhat impossible. Therefore, to ensure we can continue to help all customers that are affected throughout this pandemic, we have a solution that will take place with immediate effect.

We are authorising CMC's to sign the application, declaration and consent forms on behalf of vulnerable and elderly customers. This **must** be accompanied by confirmation in writing and uploaded within the same file that;

- (1) The customer is unable to sign the application form because they are in self-isolation and are unable to access a printer or scanning facilities
- (2) The customer has read and understood the terms of the completed application form
- (3) The CMC has their customer's consent to submit the application form on their behalf.

Please visit our website to view [further information for CMCs](#), and further updates relating to [COVID-19](#), and [claim Q&As](#) you may have.

Best regards,

The FSCS team