



Dear Representatives,

Changes to FSCS's data gathering process

From 2 June 2025, we will be changing the way we gather evidence from customers and third parties.

Under the current approach, after initially requesting the information we need, we follow up multiple times over several weeks. Following a pilot to reduce this cycle to 28 days, we've found that following up after this point has little to no value. During the pilot the information we requested was received sooner and there was no additional detriment to customers. As such, we will be using this 28 day cycle across all our casework going forwards.

Under this new process, data gathering letters will be issued as usual and made visible on our online claims service. A follow-up will be issued after two weeks, along with a notification to the customer (via their representative) that if the evidence we need is not received in a further two weeks (28 days from the first request), we will move the claim to an 'inactive' sub status.

As always, if the evidence is available and sent to us after the claim has been made inactive, we will review it and, if we can then work the claim, we will do so.

The online claims service currently states that we will chase information for at least eight weeks. We will be working to update this to reflect the new timescales as soon as we can.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU

0800 678 1100

[Unsubscribe](#)