Email doesn't look right? View in browser

Dear representatives,

Operational update

We'd like to share an update on the great progress we've made for customers over the past year.

Over the last 12 months, we've **reduced our open claims by 44%**. This has been driven by consistently strong decision output by our claims handling teams, as well as our specialist areas resolving a number of particularly complex failures.

During the same period, we've also **reduced the number of aged claims we have by 50%**. This means far fewer customers are waiting beyond our estimated timescales for a decision, providing them with a more reliable customer experience.

As part of this, we think it's important to recognise that customer representatives that have been working collaboratively with our claims handling teams, and third parties that have responded quickly to our requests, have greatly contributed to these improved journeys for customers. Thank you for your cooperation.

As you'll be aware, on 20 November 2026 we'll be changing the way we calculate Notional Transfer Values (NTVs) for claims that involve customers transferring out of defined contribution pension schemes. We expect these changes to help get compensation to customers even more quickly.

Ahead of this, we will be pausing our requests for NTVs from third parties on 16 November 2026. This is to limit the number of requests we make to third parties that we don't reasonably expect to be able to use before 20 November 2026, whilst also avoiding any delay in service for customers.

For further information about our change in approach, please see our webpage: https://www.fscs.org.uk/making-a-claim/claims-process/notional-transfer-values/.

Target Resolution Dates

We expect to make Target Resolution Dates visible in our Online Claims Service for customers and representatives from 31 January 2027.

In early December 2026, we'll send a final bulk update on Target Resolution Dates for claims submitted between 21 September and 30 November. This will be the last bulk update we issue on Target Resolution Dates.

Festive opening hours

Our Contact Centre's opening hours in December will be:

- Monday 21 December to Wednesday 23 December - 9am to 5pm.
- Thursday 24 December - 9am to 12.30pm
- Tuesday 29 December to Thursday 31 December - our telephone lines will be closed. However, customers requiring urgent assistance or support will be able to leave a voicemail.
- Messages received before 3pm will receive a same-day callback, while those received after 3pm will be returned the following day.
- Inbound emails and web chat will be serviced as usual.

We welcome ideas, suggestions and feedback. Please email the FSCS Relationship Team with any thoughts on how we can keep improving our service.

Kind regards,

Relationship Team

Financial Services Compensation Scheme

5th Floor, The St Botolph Building, 138-139 Houndsditch, London, EC3A 7AW

0800 678 1100

Unsubscribe