



Dear Representatives,

Here's the latest update from FSCS on what you need to know.

Hartley Pensions Ltd Data Gathering

As you know, FSCS often needs to ask for information from providers like Hartley Pensions Ltd (Hartley) to help assess claims against other firms that have failed. As Hartley went into administration on 29 July 2022, it has fewer people available to reply to information requests.

As a result of this it is taking Hartley Pension longer to reply to information requests. FSCS have taken the following steps to make sure claims are progressing and reduce the disruption to the customer journey:

1) We have decided to extend the data gathering chase cycle for claims where the **only** outstanding information is from Hartley. We will no longer be closing these claims as 'inactive' after the last chaser and asking representatives to chase Hartley going forward. Instead, a new letter will be replacing the 'inactive warning' letter.

This new letter will explain the reason for the change in process and we will ask customers and their representatives not to make contact or chase the information

from Hartley themselves. The extra calls and emails take Hartley away from providing the information FSCS needs to complete claims. We will be reaching out to Hartley on these claims.

2) We are also speaking to Hartley regularly to understand which requests are outstanding and make sure these are handled in the right order. For example, making sure customer care claims are prioritised where appropriate.

Intelligent Money chasing information

We have seen a significant increase in data gathering requests to Intelligent Money in recent weeks. We have spoken to Intelligent Money about this and have agreed to stop sending letters chasing information we've asked for. This will allow Intelligent Money time to concentrate on the outstanding requests instead of having to manage additional correspondence from us.

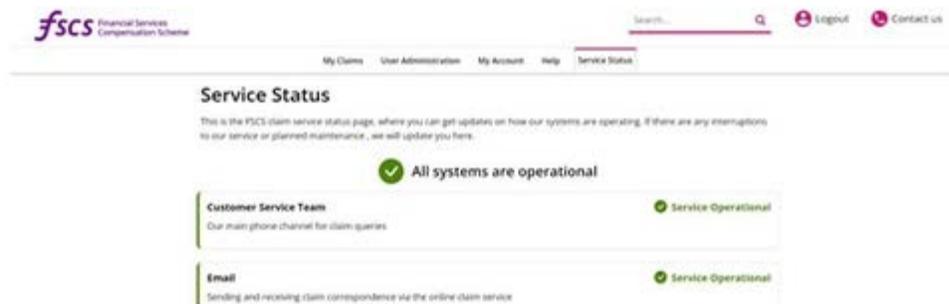
Once data gathering volumes return to the usual levels, we will resume our usual chase cycle, which includes sending chasers when the initial requests have not been fulfilled. We will continue to work with Intelligent Money to ensure outstanding requests are completed.

Dating Letters of Authority

We have noticed that some representatives are not dating the letters of authority (LOA) for claims. It is important that these letters are dated so we can establish the date when these are valid from. Please ensure these letters are dated before you submit these on claims.

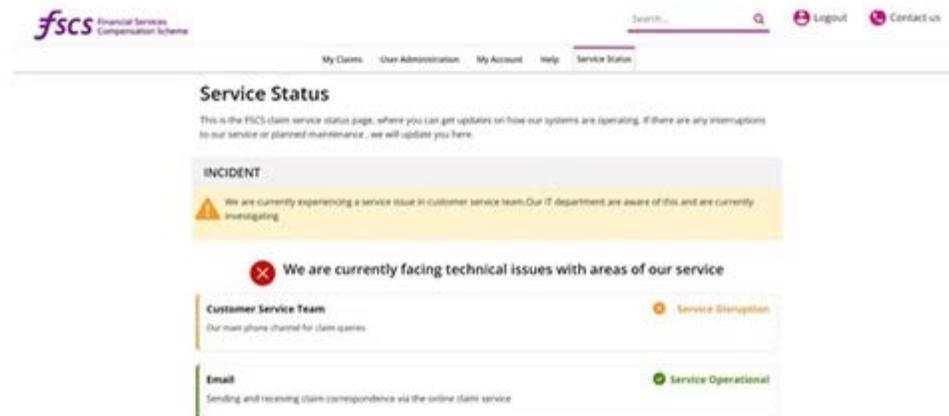
Service Status page launched on the Online Claims Service for Representatives

We recently launched a new tab on the online claims service, you will see this once you sign in at the top of the home page. This is the FSCS online claims service, status page, where you can get updates on how our systems are operating. If there are any interruptions to our service or any planned maintenance, we will aim to update you here.



The aim of the page is to make it easy and efficient for you to know that we are aware of an issue that is affecting any area of our service and to let you know we are working on resolving this as soon as possible.

This saves you time as the page will show that there is a notification to review the page and therefore you will not need to email or call FSCS to make us aware that you have identified the problem. Once you have viewed the page the notification will disappear and will show as an incident like the example below.



We have also added frequently asked IT questions to the page to help with some common themes that our IT department see from representatives, to help you.

Online claims service auditing users

It is important that all representative firms are regularly checking that their online claim service users are up to date.

Removing anyone that may have left the company or who is no longer using or needs access to the online claim service should be disabled by the admin users to make sure your records are correct and up to date at all times. This is something FSCS will look to monitor in the future.

Signing up to Firm updates on our website

A reminder that you can sign up for updates on our website for any firm that is undergoing investigation with our emerging issues team. You will receive automatic updates as soon as FSCS updates that Firms page. You can also ask customers to sign up to this directly, so they are kept updated while we investigate the firm.

You can sign up to the updates by searching the firm on our website, the area to add your email address can be found at the bottom of the page.

Many thanks,

The Representative Team

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