



Dear Representatives,

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

## Changes to our unfinished claim applications

We provided information in our April and May 2021 newsletters about changes we are planning to make to our Online Claims Service for applications that are unfinished and not yet submitted. If you haven't had the opportunity to read these updates, please do take some time read them as soon as possible. Our past newsletters can be found on our [website](#).

The development will go live from **11 October 2021**, meaning any unfinished applications that reach 90 days **after this date** will automatically close. Details about reopening unfinished applications can be found in our April and May newsletters.

Over the coming weeks we'll be working on closing unfinished applications that have already surpassed 90 days before this change goes live. Therefore, if you haven't done so already, we'd recommend that you review and reconcile any unfinished applications attached to your account on our online claim service as soon as possible.

## DSAR or information request - process reminder

We are working with the information security team to continuously improve this process. Therefore, when requesting a DSAR or client information on a particular firm where we hold the information, it is important that you provide all the relevant details FSCS requires so we can process this as quickly and efficiently as possible for you.

In order to do this please make sure the following three points are followed;

1 - Make sure the information you want from FSCS is confirmed clearly in your request. Do you require a full DSAR or just certain information we hold in relation to a particular firm? If it is certain client information that you require this needs to set out clearly stating what it is you want.

2 - Identification documents and proof of address will be required from the customer in order to process a full DSAR.

3 - A Letter of authority also needs to be provided and either signed by the customer as a wet signature or the customer can sign this electronically, using DocuSign or something similar.

Following the above three steps will in turn allow the team to process your requests easily and ultimately speed up the process for the end customer.

## Streamlining the claims transfer process from FOS to FSCS

As you know, when the Financial Ombudsman Service (FOS) can't consider a complaint, but they know that FSCS might be able to assess it, FOS will make FSCS aware of the claim. They will also send FSCS any documents the representative has already provided. Our process will remain broadly the same, but we are reducing the correspondence you will receive from FSCS at the start of the claim journey.

Previously, FSCS would have reached out to representatives once the file from FOS had been received and asked representatives to submit the claim via the Online Claims Service. Going forward, as part their FSCS referral letter, FOS will be directing representatives directly to the FSCS Online Claims Service to submit the claim. Representatives will no longer hear from us until the claim has been submitted.

When completing the online claim application please make it clear that you are

making a claim with FSCS because FOS are unable to look at your client's case and that FSCS should have received a file from FOS. FOS will carry on providing us with a file with the documents you already submitted to them, so you don't need to send duplicate documents to us.

## Problems uploading documents to the Online Claims Service

As a representative you may on occasion encounter difficulties uploading certain documents to the Online Claims Service. If this ever happens it is very likely to be a 'browser cache' issue and we would encourage you to follow the steps below before contacting the rep mailbox or the Customer Service Team.

Firstly, you will need to clear the browser cache. You can find instructions on how to do this online by searching 'how to clear browser cache'. You will need to make sure you follow the instructions for the browser you are using.

Once you have done this you will need to close the browser and any open tabs you have.

You can then open the browser again and try uploading the documents. If you carry on having problems once you have followed these steps, you can contact the rep mailbox or Customer Service Team.

Many thanks

The Representative Team

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