Dear representatives,

Target Resolution Dates

In our January newsletter, we provided an update on Target Resolution Dates (TRDs). These are an internal metric introduced to improve the customer experience and help progress claims more efficiently.

After a successful first year and positive performance across FY25/26, we have reduced a number of TRDs from April 2026. You can find our timescales on our website. Changes to timescales are published here.

Following this review, we can also confirm that a new TRD will not be given if a claim is Inactive or at Firm Investigation Underway for fewer than 14 days.

These changes reflect our commitment to resolving claims more quickly and continuously improving the overall customer experience.

Reducing TRDs means customers and representatives can expect decisions sooner, providing more certainty and reducing the time customers are waiting for an outcome.

At FSCS, we are committed to improving the speed and predictability of our claims service. For claims received on or after 1 April 2026, we aim to complete the majority within their TRD across the overall claims population. We will keep you updated on your claim's progress throughout its journey.

TRDs are designed to provide more transparency. They give customers and representatives a clear indication of when they can expect a decision. While some claims may take longer due to their complexity or because we need more information, we continually monitor our performance to make sure we make decisions as quickly and efficiently as we can.

TRDs reflect our commitment to providing a timely, high-quality service, while recognising that a small number of claims will need extra time to resolve.

Communicating TRDs

We will start communicating TRDs for eligible claims from the end of September 2026.

We will share TRDs with:

- representatives via email correspondence; and
- direct customers through normal customer communications channels.

A TRD is a target, not a guaranteed completion date. While FSCS aims to resolve claims by the TRD, this may change if we need more information, investigations or evidence.

Claims submitted since 1 April 2026

From the end of September 2026, we plan to begin sharing TRDs with representatives and customers for eligible claims submitted on or after 1 April 2026.

We will also share TRDs on claims where:

- new TRDs apply as they have been reopened since 1 April 2026; and
- TRDs have changed on a claim received since 1 April 2026.

Claims submitted on or before 31 March 2026

Prior to 1 April 2026, we were testing, learning and refining the tool. Investing time and resource in looking back at TRDs from the last financial year would not be an efficient use of time. These claims will continue to be worked using the previous logic.

We recognise that some claims remain outside our published timescales.

Reducing the number of aged claims is a key focus for FSCS. Since January 2026, we have made significant progress in reducing our oldest work in progress (WIP) claims. Between January and the end of July 2026, we reduced our overall WIP of claims by 25%, including reducing the number of aged claims by 36%.

Of the aged claims that existed in January, approximately 74% have now received a decision. This shows the progress we have made in reducing our oldest claims and improving outcomes for customers waiting for a decision.

While some claims have moved outside of our published timescales during this period, the significant reduction in the oldest claims reflects our continued focus on reducing waiting times and progressing claims as efficiently as we can.

You can find more information on FSCS timescales and TRDs here.

How can representatives provide feedback?

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