



Dear Representatives,

Here's the September update from FSCS.

### Deleting unfinished applications

It's important that FSCS doesn't hold onto customer data for longer than is necessary. Therefore, we're going to begin deleting applications that are over 2 years old and haven't been submitted.

This won't affect applications that were submitted and became a full 'claim'. It will only affect applications that were started but have remained as unfinished applications with only partial information provided.

We expect that any applications that haven't been submitted after 2 years are unlikely to ever be completed. In addition, professional representatives should only be starting applications once they believe they have all the required information to fully submit, so this shouldn't affect any represented claims.

We're making you aware of this change, as you will see some old applications disappear from your online claim service account. We hope this will also contribute towards helping you manage your claims by removing redundant records.

Please let our Relationship Team know if you have any questions.

## Inactive users

We'll shortly be deactivating the accounts of Online Claim Service users who haven't logged in for more than 6 months. This will then continue to happen on a rolling basis. If a user account is going to be deactivated, we'll send an email to make the user aware that this is going to happen.

If a user account is deactivated, and would like to use the Online Claim Service at a later point, then the 'Admin' user will be able to reactivate the account. Alternatively, you can get in touch with our Contact Centre and they will be able to help you.

## Customer care

We've made positive changes to our customer care process. These changes will support us in resolving claims involving customers with care needs more quickly. Firms that we're requesting information from will now be more clearly aware of the need to prioritise a response.

Firms will be notified within the **email subject line**, making it easier to identify the priority status of a request.

We will also be asking that where a priority customer has been identified, the email request is expedited as quickly as possible and returned to us within **5 working days**. We will also chase any requests not received sooner than our standard process, rather than on day 14 or 28.

We're aware that it may not be possible to respond within 5 working days in all instances, but we still think it's important to demonstrate that we consider the claim to be a priority. The Relationship Team has already engaged with those third-party information providers we most often request information from, and this change has been received positively.

We expect this change to be effective from **2<sup>nd</sup> October 2023**.

## Updated user guide for the online claim service

We'll shortly be updating our user guide for the online claim service to reflect some of the changes that have come from our continuous improvement of this tool.

We hope this will make things clearer for new users, or users who are unsure how to navigate particular sections.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

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

0800 678 1100

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