

# Guide to **Single Customer View (SCV)**

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# Introduction

## Background

Financial Services Compensation Scheme (FSCS) compensates eligible depositors (“customers”) of failed deposit-taking firms. We aim to do this within 7 days of failure.

To help us achieve this goal, we need a standardised Single Customer View (SCV).

The SCV also supports resolution options, such as a transfer of deposits or a bail-in, as well as a payout.

You can find the SCV requirements for deposit takers regarding in the Depositor Protection Part of the Prudential Regulation Authority (PRA) Rulebook:

<http://www.prarulebook.co.uk/rulebook/Content/Part/213751>

You can also find the PRA’s expectations for deposit takers here:

<https://www.bankofengland.co.uk/prudential-regulation/publication/2015/depositor-and-dormant-account-protection-ss>

## About this guide

We’ve produced this guide to share our technical knowledge about the SCV.

The guide is a resource for deposit takers. Insolvency practitioners, SCV system auditors and SCV system vendors may also find this useful. It also aims to answer frequently asked questions.

## Further support

You can get a downloadable copy of this document on our website. We’ll let relevant trade bodies know if we make significant changes to this guide.

If you have questions that can’t be answered in this guide, please email us at [fasterpayoutenquiries@fscs.org.uk](mailto:fasterpayoutenquiries@fscs.org.uk)

Please note that we can’t give legal advice, or comment on a firm’s arrangements or compliance with regulatory requirements. However, we might be able to point out relevant rules and guidance.

## Disclaimer

This is a guide – and so isn't legally definitive, conclusive or comprehensive. We'll try to keep this document updated as best we can.

We can't take responsibility for any errors or omissions. If you have any doubts about regulatory requirements, you should seek expert advice.

# Timings, reporting requirements, transmission and security

## Electronic SCV and Exclusions View

All firms must be able to provide an SCV file and Exclusions View file electronically.

The requirements for these files are set out in the [Depositor Protection Part of the PRA Rulebook](#) (or Depositor Protection Rules for short). The PRA provides guidance on meeting these requirements in [Supervisory Statement SS18/15 – ‘Depositor and dormant account protection’](#).

## Submitting SCV and Exclusions View files to FSCS

There are several instances where deposit takers must give us an SCV and an Exclusions View file:

- within three months of receiving a Part 4A permission to accept deposits; and
- within 24 hours upon request by the PRA or FSCS.

[Depositor Protection Rules 14.3 and 15.3](#) state that a deposit taker must notify the PRA and FSCS when it has had material changes to its marking, SCV, Exclusions View, or continuity of access systems (e.g. following a merger, acquisition of a deposit book, or a new IT system).

Firms with a UK establishment that enter the Temporary Permissions Regime (TPR) following the end of the Brexit transition period on 31 December 2020 must provide an SCV file and Exclusions View file to FSCS within three months of receiving a deemed authorisation, and/or within 24 hours of receiving a request from FSCS. The PRA and FSCS have developed a project plan to ensure that all firms are tested in accordance with the rules.

The PRA has requested that firms do **not** submit their SCV file **until** a formal request is received from FSCS. Once a formal request has been made, firms must submit their SCV files to FSCS within 24 hours. (This will be within three months of the firm receiving authorisation.) FSCS will time the submission of the SCV file.

## SCV Verification

FSCS periodically reviews the quality of deposit takers' SCVs and Exclusions View files against the Depositor Protection Rules. These reviews are co-ordinated with the

PRA. Deposit takers should expect to hear from their PRA Supervisor shortly before they are tested.

## Timings

Deposit takers must submit their SCV and Exclusions View files within 24 hours of our request or at the PRA's request. This is for both verification purposes and for the event that a deposit taker fails.

## Reporting requirements

As described in the Depositor Protection Rules, deposit takers must produce an SCV Effectiveness Report, which FSCS may request alongside an SCV and Exclusions View file. In this report, deposit takers should explain to the PRA and FSCS how they have produced the SCV file. See our [template for the SCV Effectiveness Report](#).

The rules also require deposit takers to report on how eligible deposits are marked in their systems, and to report on their continuity of access systems (unless a continuity of access waiver is in effect for the firm).

We refer to these as the Marking Effectiveness Report and Continuity of Access Report. [See our website for templates](#).

## Transmission and security

You can submit your SCV and Exclusions View files FSCS via:

- file upload to FSCS's SCV Web Portal (log onto a secure FSCS webpage and upload a file); and
- file transfer to FSCS via SFTP (Secure File Transfer Protocol).

FSCS takes security surrounding receiving, using and destroying SCV files extremely seriously. Our SCV verification process is ISO 27001 certified.

For information about our security controls, please email us: [fasterpayoutenquiries@fscs.org.uk](mailto:fasterpayoutenquiries@fscs.org.uk)

Providing an SCV to FSCS and PRA is a legal requirement under the Depositor Protection Rules. As discussed in [SS18/15](#), the PRA expects firms to comply with applicable data protection requirements when providing SCV and other data to FSCS. Firms are expected to factor such requirements into their plans and systems to deliver information under the Depositor Protection Rules. Firms should seek independent advice if they are unsure of their obligations.



## Eligibility

Deposit takers must determine eligibility of deposits for FSCS protection using the criteria set out in [Chapter 2 of the Depositor Protection Rules](#). Using this criteria deposits should be categorised as either:

- eligible (or potentially eligible); or
- ineligible.

Eligible (or potentially eligible) deposits need to be separated into:

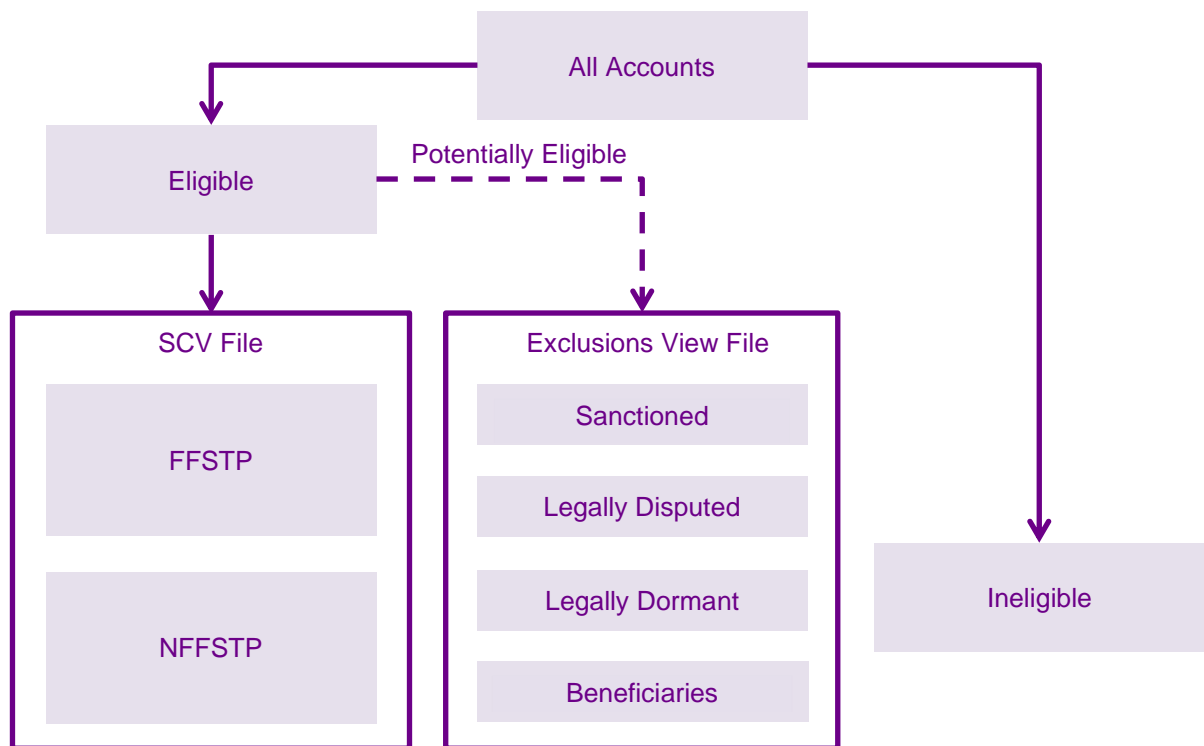
- eligible accounts that can be included in the SCV file; and
- potentially eligible exclusions from the SCV, which are legally dormant, legally disputed, sanctioned or beneficiary accounts. These must go in the Exclusions View file. There is more information about the Exclusions View file on page 59.

Accounts in the SCV file containing eligible deposits should be marked as either:

- fit for straight through payout (FFSTP), indicating FSCS can issue compensation for without any manual investigation; or
- not fit for straight through payout (NFFSTP), indicating to FSCS that they are subject to manual investigation. There is more information about this on page 40.

Eligible deposits must be readily identifiable on your system so that they can be reported on an SCV and Exclusion View within 24 hours of request. Ineligible deposits must not be included in the SCV or Exclusions View files.

This diagram gives an overview of how accounts need to be categorised:



## Depositor eligibility

The eligibility criteria for individual customers and non-individuals (like companies, and business partnerships) are set out in [Depositor Protection Rule 2.2](#).

For customers who are local authorities, [Depositor Protection Rule 2.3](#) requires you to try find out their annual budget as only small local authorities are eligible. You can rely upon an estimate of its annual budget provided by the local authority – e.g. based on the previous year’s budget. If you can’t determine whether a local authority is eligible, treat them as a public authority (i.e. ineligible).

## Product eligibility

A deposit is defined in [Depositor Protection Rule 1.4](#) as follows:

- (1) a credit balance which results from funds left in an account or from temporary situations deriving from normal banking transactions and which a credit institution is required to repay under the legal and contractual conditions applicable, including a fixed-term deposit and a savings deposit, but excluding a credit balance where:
  - a. its existence can only be proven by a financial instrument, unless it is a savings product which is evidenced by a certificate of deposit made out to a

named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014;

- b. its principal is not repayable at par; or
  - c. its principal is only repayable at par under a particular guarantee or agreement provided by the credit institution or a third party;
- (2) a share in a building society, excluding a deferred share;
  - (3) a share in a credit union, excluding a deferred share; or
  - (4) a share in a Northern Ireland credit union, excluding a deferred share.

Products that do not meet this definition are not deposits so they are not eligible for compensation from FSCS, and therefore should not be included in either the SCV or Exclusions View files.

Please note, particularly with regards to Sharia compliant deposit products, that the credit balance must be repayable at par (i.e. there must be capital certainty) in order for it to qualify as a deposit. This will depend on the terms and conditions of the product in each case.

Pre-paid cards that are e-money, or are not repayable, are not deposits. So, neither are protected by FSCS, and must not be included in the SCV.

For guidance on the eligibility of other specific products, please seek your own independent legal advice.

Please also refer to [Depositor Protection Rule 1.1, 1.3A and Chapter 2](#) for further eligibility requirements.

## **Recent changes to eligibility rules**

From 11pm on 31 December 2020, deposits held in EEA branches of UK deposit takers are no longer eligible for compensation from FSCS. Special rules apply for deposits held in Gibraltar branches of UK deposit takers.

## **Frequently asked questions**

### **Q1. How do I identify eligible depositors in the SCV file?**

You'll need to be able to provide an SCV file that only contains eligible depositors. So, there is no requirement for an eligibility field or marker within the SCV.

Whilst the PRA does not mandate the method to be used, deposit takers must be able to identify which accounts are held by eligible depositors. Please see [Depositor Protection Chapter 11](#).

Q2. When a person dies, the personal representatives (for example, an executor or administrator) will ingather the estate before distributing it to the beneficiaries. If the deposit taker defaults during the ingathering process, who is the eligible claimant?

While the deposit still belongs to the deceased person's estate, we would regard the personal representatives as the persons bringing the claim on behalf of the deceased person (i.e. a single claim for the estate, up to the compensation limit).

Q3. Does a sole trader have a separate claim on FSCS in respect of business and personal accounts?

No. A sole trader business is not a separate legal entity from the owner themselves. As a result, a separate claim would not be valid.

In this scenario, both business and personal accounts should be linked to the same SCV ID and compensatable limit.

Q4. Are former UK residents eligible?

The Depositor Protection Rules don't specify a residency requirement.

Customers are eligible, regardless of where they live, so long as the deposit is held by a UK or Gibraltar based branch of a deposit taker authorised by the PRA (subject to eligibility criteria in [Chapter 2 of the Depositor Protection Rules](#)).

Q5. Which additional money laundering checks are required under the Depositor Protection Rules?

You don't need to perform additional money laundering checks above you're already legally obliged to complete.

However, deposits where the holder and any beneficial owner haven't had their identity verified in line with money laundering regulations are not eligible. Therefore, do not include them in the SCV file or Exclusions View file.

If someone has been a convicted in relation to money laundering, deposits that are connected with the conviction are ineligible for compensation and must not be included in the SCV or Exclusions View files.

Where there is an outstanding charge of money laundering, the deposits are still potentially eligible, and FSCS would prefer if these are treated as Legally Disputed (i.e. included in the Exclusions View file).

Where there is suspicion of money laundering (where there has not yet been a charge or conviction), if any additional checks are undertaken before paying out to a customer the account(s) should be marked as NFFSTP, but if no checks are made the customer's account can be treated as FFSTP.

**Q6. How should deposits held as security be treated?**

You will need to consider these on a case by case basis. You should base this on whether the deposit meets the definition of deposit in [Depositor Protection Rule 1.4](#).

# SCV file structure and format options

In order to compensate customers quickly when a deposit taker fails, or support other resolution options, FSCS needs SCV and Exclusions View files to contain certain information, and to be formatted in a particular way.

As a result, you need to provide the PRA and FSCS with a description of your SCV file in your SCV Effectiveness Report.

## File structure

The information we require in the SCV is organised into four sections (or “tables”).



**Table A:** The customer details table contains information that identifies who we would pay compensation to.

**Table B:** The contact details table contains the address to where the payment needs to be sent, and other useful contact information.

**Table C:** The details of accounts table contains the eligible accounts a customer has. If a customer has more than one account, include them all in this table on separate rows.

**Table D:** The aggregate balance details table contains the total balance for each customer and the amount of compensation to be paid.

Tables A, B, C and D can either be provided in four separate files (and this is called **format 1**), or with Tables A, B and D in a file together and C in a separate file (**format 2**), or with all 4 tables in a single file (called **format 3**).

Each table should include an SCV Record Number (also known as the SCV ID) to link the information together to each unique customer.

The Exclusions View should be prepared in the same format as the SCV, but as a separate set of files from the SCV.

## SCV formats

The acceptable formats are:

**Format 1:** The SCV should be made up of 4 files:

- file 1 contains customer details (Table A);
- file 2 contains contact details (Table B);
- file 3 contains details of accounts (Table C); and
- file 4 contains aggregate balance details (Table D).

The information about a customer must appear as a single row of data in file 1, 2 and 4. If the customer has more than one account, present each account as a separate row of data in file 3.

**Format 2:** The SCV should be made up of 2 files:

- file 1 contains customer details (Table A), contact details (Table B) and aggregate balance details (Table D); and
- file 2 contains details of accounts (Table C).

The information about a customer must appear as a single row of data in file 1. If the customer has more than one account, present each account as a separate line of data in file 2.

**Format 3:** The SCV should just be 1 file:

- file 1 contains customer details (Table A), contact details (Table B), details of accounts (Table C) and aggregate balance details (Table D).

If the customer has more than one account, present each account as a separate line of data in the file, and ensure the details in Table A, B and D are exactly the same on each row for the customer.

Templates and examples of these formats are [available on our website](#).

## File names

File names should follow these formats:

**SCV file:** FRNxxx-YYYYMMDDHHMMSSSCVFormatW.yyy

**Exclusions View file:** FRNxxx-YYYYMMDDHHMMSSEXCFormatW.yyy

- Replace 'FRNxxx' with your six-digit [Firm Reference Number](#).

- Replace 'YYYYMMDDHHMMSS' with the date and time the file was created.
- Replace 'FormatW' with information about the contents of the file, according to the following:
  - format 1: name the 4 labels 'Customerdetails', 'Contactdetails', 'Detailsofaccount' and 'Aggregatebalancedetails'. You can also name the 'Customerdetails' file in format 1 as 'Depositor details', as per previous guidance;
  - format 2: name the 2 labels 'Customerandaccountinformation' and 'Detailsofaccount'. You can also name the 'Customerandaccountinformation' file in format 2 as 'Depositorandaccountinformation', as per previous guidance.
  - format 3: name the label 'Full'.
- Replace 'yyy' with a supported file type.

## File types

FSCS accepts the following file types:

- Excel: .xlsx (old .xls and macro-enabled spreadsheets are not accepted);
- XML: .xml (we have published an XSD on [our website](#)); and
- Text: .txt or .csv (the table below explains further details for this file type):

Format Requirement	Comment
Character set	Standard ASCII (7 bit).
Record width	Variable, up to the maximum field lengths specified in <a href="#">Depositor Protection Rule 12.9</a>
Field delimiter	<p>For text files (.txt and .csv) the following delimiters are supported:</p> <ul style="list-style-type: none"> <li>• Pipe symbol ( ) – ASCII code 124; or</li> <li>• Comma symbol (,) – ASCII code 44.</li> </ul> <p>Only one type of field delimiter should be used.</p> <p>The character used as the delimiter must not be part of a value for any field.</p>
Heading descriptions	File headings and field headings are not required.
Text field encapsulation	Text qualifiers (like speech marks) must not be used.
Characters not allowed in fields	<p>Characters less than ASCII code 32.</p> <p>Any character used as a field delimiter (i.e. pipe or comma)</p>



<b>End of line indicator</b>	<p>For text files (.txt and .csv) the following end of line indicators are supported:</p> <ul style="list-style-type: none"> <li>• Carriage Return Line Feed (CRLF) – ASCII code 13 followed by ASCII code 10; or</li> <li>• Line Feed (LF) – ASCII code 10.</li> </ul> <p>Only one type of end of line indicator should be used.</p> <p>End of line indicators must not be part of a value for any field.</p>
<b>End of file indicator</b>	<p>A file footer is required after the last record in each file. This must be the figure 9 repeated 20 times, i.e. 99999999999999999999</p>

## Single Customer View file fields

The SCV needs to be in a standardised format. The exact requirements are set out in [Depositor Protection Rule 12.9](#)

**TABLE A - CUSTOMER DETAILS**

Field No.	Field Name	Field Description	Data Type	Max. Field Length	Example Individual	Example Non-Individual	Contents Mandatory?
1	Single Customer View Record Number	Firm Registration Number (FRN) prefix, followed by unique customer number.	Alphanumeric	100	12345600001215		Yes
2	Title	Title is only applicable for individuals. If the customer is not an individual, leave this field blank.	Alpha	20	Mrs		If held
3	Customer First Forename	First name of the customer. If the customer is not an individual, leave this field blank. Firms should always hold an individual customer's first name.	Alpha	50	Julie		Yes, for Individuals
4	Customer Second Forename	Second name of the customer, only applicable for individuals. If the customer is not an individual, leave this field blank. If you don't know their second name, leave blank.	Alpha	50	Sarah		If applicable and the <i>Customer third forename field</i> is populated
5	Customer Third Forename	Third forename of the customer. Only applicable for individuals.	Alpha	50	Elizabeth		If applicable and if held

6	Surname [or Company Name or Name of Account Holder]	Surname [or company name or name of account holder].	Alphanumeric	100	Leighton	McGill Plumbing Ltd	Yes
7	Previous Name	Any former name of the account holder, only applicable for individuals. If the customer is not an individual, leave this field blank.	Alpha	200	Baines		If applicable and if held
8	National Insurance Number	Only applicable for individuals. If the customer is not an individual, leave this field blank.	Alphanumeric	9	HB123456V		If applicable and if held
9	Passport Number	Only applicable for individuals. If the customer is not an individual, leave this field blank.	Alphanumeric	200	123456789		If applicable and if held
10	Other National Identifier	Only applicable for individuals If the customer is not an individual, leave this field blank. <ul style="list-style-type: none"> <li>• NID – National ID</li> <li>• DL – Driving Licence</li> <li>• O – Other or Unknown</li> </ul>	Alphanumeric	3	NID or DL or O		Yes, if <i>Other national identity number</i> field is populated
11	Other National Identity Number	National identity number, of the type listed in the Other national identity field. Only applicable for individuals. If the customer is not an individual, leave this field blank.	Alphanumeric	50	12345678		Yes, if <i>Other national identifier</i> field is populated

<b>12</b>	Company Number	Company registration number or other business registration number [if applicable]. Only applicable for companies. If the customer is not an individual, leave this field blank.	Alphanumeric	50	AB123456	If applicable and if held
<b>13</b>	Date of Birth	Date of birth in DDMMYYYY format. Only applicable for individuals. If the customer is not an individual, leave this field blank.	Numeric	8	13051980	If applicable and if held

**TABLE B – CONTACT DETAILS**

Field No.	Field Name	Field Description	Data Type	Max. Field Length	Example UK	Example Non-UK	Contents Mandatory?
14	Single Customer View Record Number	Firm Registration Number (FRN) prefix, followed by unique customer number.	Alphanumeric	100	12345600001215		Yes
15	Address Line 1	Lines of address should be provided in consecutive address line fields.	Alphanumeric	100	100 Test Road	24 Crete Road	Yes
16	Address Line 2	Lines of address should be provided in consecutive address line fields.	Alphanumeric	100	Stratford	Paris	Yes
17	Address Line 3	Lines of address should be provided in consecutive address line fields.	Alphanumeric	100	London	Attica	Yes, if <i>Address line 4, 5 or 6</i> are populated
18	Address Line 4	Lines of address should be provided in consecutive address line fields.	Alphanumeric	100			Yes, if <i>Address line 5 or 6</i> are populated
19	Address Line 5	Lines of address should be provided in consecutive address line fields.	Alphanumeric	100			Yes, if <i>Address line 6</i> is populated
20	Address Line 6	Lines of address should be provided in consecutive address line fields.	Alphanumeric	100			If held
21	Postcode	Required as minimum address details for UK address only.	Alphanumeric	30	E20 5XX		Yes for UK addresses
22	Country	Required as minimum address details for non-UK address only.	Alpha	30		France	Yes for non-UK addresses

Blank country field indicates UK address.						
<b>23</b>	Email Address	Email address.	Alphanumeric	50	<a href="mailto:abc@def.co.uk">abc@def.co.uk</a>	If held
<b>24</b>	Main Phone Number	Phone number 1.	Numeric	40	02033758347	If held
<b>25</b>	Evening Phone Number	Phone number 2.	Numeric	40	02033758347	If held
<b>26</b>	Mobile Phone Number	Phone number 3.	Numeric	30	07889681234	If held

**TABLE C - ACCOUNT DETAILS**

<b>Field No.</b>	<b>Field Name</b>	<b>Field Description</b>	<b>Data Type</b>	<b>Max. Field Length</b>	<b>Example</b>	<b>Contents Mandatory?</b>
<b>27</b>	Single Customer View Record Number	Firm Registration Number (FRN) prefix followed by unique customer number.	Alphanumeric	100	12345600001215	Yes
<b>28</b>	Account Title	Surname or company name, first name, any other account initials or middle name identifier.	Alphanumeric	50		No
<b>29</b>	Account Number	Unique number for this account.	Alphanumeric	35		Yes
<b>30</b>	BIC	Business Identifier Code (conforming to ISO 9362).	Alphanumeric	11	BOFSGB11	If applicable
<b>31</b>	IBAN	International Bank Account Number (conforming to ISO 13616).	Alphanumeric	34		If applicable
<b>32</b>	Sort Code	Sort code.	Numeric	6	124578	If applicable

<b>33</b>	Product Type	<p>Firms must allocate products to one of the following:</p> <ul style="list-style-type: none"> <li>• Instant Access Accounts (including current accounts).</li> <li>• ISAs.</li> <li>• Notice accounts.</li> <li>• Fixed term deposits with a term of less than 1 year.</li> <li>• Fixed term deposits with a term of 1 year or more but less than 2 years.</li> <li>• Fixed term deposits with a term between two years or more but less than four years.</li> <li>• Fixed term deposits with a term of four years or more.</li> </ul>	Alphanumeric	5	IAA ISA NA FD1 FD2 FD4 FP4P Other	Yes
<b>34</b>	Product Name	Name of the product.	Alphanumeric	50		Yes
<b>35</b>	Account Holder Indicator	<p>The number of owners of the account. For accounts with a single owner, the field must show 001. For accounts with two joint owners, the field must show 002, and so on.</p>	Alphanumeric	3	001 002 003	Yes



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36	Account Status Code	Code to identify whether the account is fit for straight-through processing (FFSTP), or not fit for straight-through processing (NFFSTP) in the SCV file. For the Exclusions View file, this is a code to mark the exclusion. The code and its definition must be provided in the SCV effectiveness report. If an account holder has multiple accounts, and one is deemed NFFSTP, then all their other accounts in the SCV file must be deemed NFFSTP.	Alphanumeric 50	Yes
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<b>37</b>	Exclusion Type	Specify one of the following: <ul style="list-style-type: none"> <li>The account contains, or may contain, deposits which the account holder is not absolutely entitled;</li> <li>The account is dormant;</li> <li>The account belongs to a firm which has received notice of a legal dispute or competing claims regarding the proceeds of the account;</li> <li>The account is on the "Consolidated list of financial sanctions targets in the UK", or is subject to restrictive measures imposed by national governments or international bodies.</li> </ul>	Alphanumeric	6	HMTS LEGDIS LEGDOR BEN  Only one flag should be used – and in this priority order:  1) HMTS (use if the depositor is sanctioned, use this flag above any other). 2) LEGDIS (use if the account is legally disputed, unless it is sanctioned) 3) LEGDOR (use if the depositor is legally dormant, unless it is sanctioned and/or legally disputed) 4) BEN (use if the account is a beneficiary account unless it is sanctioned and/or legally disputed and/or legally dormant)	Blank for SCV, mandatory for Exclusions View file
<b>38</b>	Recent Transactions	Any transactions in the last 24 months before the production of this SCV?	Alpha	3	Value of: Yes or No	Yes
<b>39</b>	Account Branch Jurisdiction	Eligible deposits must be held by UK or Gibraltar establishments. State "GBR" or "GIB", as applicable.	Alpha	3	GBR	Yes

<b>40</b>	Bank Recovery And Resolution Marking	<p>A firm must mark accounts which hold:</p> <p>1) eligible deposits from natural persons and micro, small and medium-sized enterprises; and</p> <p>2) deposits that would be eligible deposits from natural persons or micro, small and medium-sized enterprises if the deposit had not been made through a branch of the firm located outside the UK or Gibraltar</p>	Alpha	3	Value of: Yes or No	Yes, except for credit unions
<b>41</b>	Structured Deposit Accounts	Is the account a structured deposit account (where the account balance is calculated in accordance with <a href="#">Depositor Protection Rule 12.11</a> )?	Alpha	3	Value of: Yes or No	Yes

42	Account Balance In Sterling	<p>Account balance, including any interest, at end of business on:</p> <ul style="list-style-type: none"> <li>the date on which the deposit becomes unavailable; or</li> <li>the date of request from FSCS or PRA.</li> </ul> <p>Don't include any non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>For negative balances, place a minus symbol ('-') before the amount.</p> <p>Round up balances to 2 decimal places.</p>	Decimal (15,2)	15	10080.50	Yes
43	Authorised Negative Balances	<p>The maximum negative balance on the account authorised by the firm, in sterling.</p> <p>Do not include minus / negative symbols in this field. (E.g. for a maximum negative balance of £50, enter 50.00, not -50.00.)</p> <p>Don't include non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>Round up balances to 2 decimal places If the account doesn't accept negative balances, insert "0.00."</p>	Decimal (15,2)	15	150.00	Yes
44	Currency Of Account	The currency in which the account is held (conforming to ISO 4217).	Alpha	3	EUR	Yes

45	Account Balance In Original Currency	<p>The original balance in the original currency, including any interest at the end of business, before conversion to sterling.</p> <p>If the original balance is in sterling, please provide the sterling value.</p> <p>Don't include non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>Round up balances to 2 decimal places. For negative balances, place a minus symbol ('-') before the amount.</p>	Decimal (15,2) 15	14000.00	Yes
46	Exchange Rate	The exchange rate used to calculate the sterling balance. This must be the ratio of sterling to the currency of the account.	Decimal (29,9) 29	0.720	Yes
47	Original Account Balance Before Interest	<p>Don't include non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>Round up balances to 2 decimal places. For negative balances, place a minus symbol ('-') before the amount.</p>	Decimal (15,2) 15	9500.00	Yes

<b>48</b>	Transferable Eligible Deposit	<p>In sterling. This is the portion of a deposit up to and including the coverage level laid out in <a href="#">Depositor Protection Rule 4.2</a>, identified in accordance with Chapter 13 and Rule 12.9.</p> <p>Don't include non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>Round up balances to 2 decimal places.</p>	Decimal (15,2) 15	10080.00	<p>Yes, except for (a) Credit Unions (b) Firms that have a waiver from the Continuity of Access rules and (c) Exclusions View files</p>
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**TABLE D - AGGREGATE BALANCE DETAILS**

Field No.	Field Name	Field Description	Data Type	Max. Field Length	Example	Contents Mandatory?
49	Single Customer View Record Number	Firm Registration Number (FRN) prefix, followed by unique customer number.	Alphanumeric	100	12345600001215	Yes
50	Aggregate Balance	<p>Balance, in sterling, across all accounts. This is the balance as of the end of business on:</p> <ul style="list-style-type: none"> <li>the date on which the deposit becomes unavailable; or</li> <li>the date of request from FSCS or PRA.</li> </ul> <p>Don't include non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>Round up balances to 2 decimal places.</p> <p>If the aggregate is negative, enter 0.00 into this field.</p>	Decimal (15,2)	15	125000.00	Yes

51	Compensatable Amount	<p>The amount, in sterling, to be compensated. This is subject to the limit check that must be done by the firm, in line with <a href="#">Depositor Protection Rule 12.7(2)</a>. (This could be lower than the aggregate balance across accounts, if it exceeds the compensation limit).</p> <p>For accounts in the Exclusions View file, it may not be possible to calculate this amount, as the underlying beneficiaries (and their eligibility) may be unknown. Hence, this field may be left blank.</p> <p>Don't include non-numeric symbols, such as commas or currency symbols (e.g. £).</p> <p>Round up balances to 2 decimal places. If the aggregate is negative, enter 0.00 into this field.</p>	Decimal (15,2)	15	85000.00	Yes, except for beneficiary accounts in the Exclusions View file
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## Data fields

Fields must appear in the same order as set out in [Depositor Protection Rule 12.9](#). Don't leave any fields out, and don't include any fields other than the ones set out in this rule.

## Missing data

You must complete all fields if you hold the relevant data. If you don't have the required data for a field, leave it blank. If the field is mandatory (such as some of the name fields and address fields), you will need to tag these with an appropriate Account Status Code until you can obtain the data for the fields.

## Marking the end of an SCV and Exclusions View file

You must include a file footer after the last record in each file. The file footer This must be the figure 9 repeated 20 times, i.e. 99999999999999999999

## Frequently asked questions

### Q7. Are there any characters that are not supported by FSCS?

Our systems support standard 7-bit ASCII characters, starting from ASCII code 32 to code 127. That includes the letters A to Z (upper and lower case), numbers 0 to 9 and some other characters that may be appropriate for certain fields (like @ and \_ for the Email Address field). If you use any of the characters below in the values in your SCV or Exclusions View files, we'll have to manually inspect the file, so please avoid doing this.

Characters	
!	=
\$	>
%	?
*	^
+	
;	~
<	DEL (Character)
@ (allowable in the Email Address field only)	_ (allowable in the Email Address field only)

# Customer details

## Individuals

The minimum name requirements for individuals are:

- First forename
- Surname

Use the Title, Second Forename, Third Forename, and Previous Name fields if you have this information about your customers. Each record must only contain the details of a single customer; joint account holders must have their own individual records with their own SCV IDs.

Don't include honours (like OBE) or qualifications (like BSc) in any of the name fields.

Use the Date of Birth and National Insurance Number fields if you have this information but leave them blank if you don't. Don't fill these fields in with generic values.

If you collect Drivers Licence, Passport Numbers or any other identification numbers, enter one of these in the Other National Identity Number field. Then fill in the Other National Identifier to indicate the type of identifier it is.

## Non-individuals

Non-individuals include companies, business partnerships, associations and charities.

Input the non-individual's name in the Surname field. Don't populate the Title or any of the Forename fields.

For UK companies registered with Companies House, fill in the Company Number field. Don't enter charity numbers in this field. For international companies, fill in the Company Number field with a business registration number.

## Incomplete names

If a customer is an individual, deposit takers are expected to hold the customer's first forename. If this information is not held, take steps to identify the name of the customer.

If you don't have specific data for a customer, leave the field blank. If you can't meet the minimum name requirements, change the account status code to 'not fit for straight through payout' (NFFSTP) for accounts associated with the customer. Include this code in your SCV Effectiveness Report with an explanation so FSCS knows what it means.

## Frequently asked questions

### Q8. Can a single SCV ID be used for a joint account?

No. You should assign a separate SCV ID to each account holder of a joint account.

This is because both individuals are entitled to compensation up to a limit of £85,000 each. So, combining a joint account balance within a single SCV ID would mean that the compensation limit for each account holder is incorrect, (i.e.  $85,000 \div 2$  individuals = £42,500).

### Q9. What information should be included in the Title field?

Where the customer is not an individual, this field should be left blank.

If they are an individual, use their legal title. The list below shows titles used previously (the list provided is not exhaustive; if it is a legitimate/legal title, it can be included).

- |              |           |                      |
|--------------|-----------|----------------------|
| • Baron      | • H.E.    | • Mrs                |
| • Baroness   | • H.R.H   | • Ms                 |
| • Brig       | • Judge   | • Mx                 |
| • Canon      | • Justice | • Prince             |
| • Captain    | • Lady    | • Prof               |
| • Chief      | • Lord    | • Professor          |
| • Cmdr       | • Lt      | • Representatives of |
| • Col        | • Lt Cdr  | • Rev                |
| • Colonel    | • Lt Col  | • Reverend           |
| • Councillor | • Lt Gen  | • Rt Hon             |
| • Dame       | • Maj Gen | • Sheika             |
| • Dato       | • Major   | • Sheikh             |
| • Doctor     | • Master  | • Sir                |
| • Dr         | • Miss    | • Sqn Ldr            |
| • Father     | • Mme     | • The Estate of      |
| • General    | • Mr      | • Wg Cmdr            |

Q10. Is it acceptable to populate multiple forenames within the first forename field?

Except for double-barrelled names, multiple forenames should be placed into separate forename fields.

Q11. Is it acceptable to include the first forename and the surname of a customer in the same field?

No. The first forename and surname information to be provided in the separate relevant fields.

Q12. If the Date of Birth field is optional, does this mean that the field can be removed from the SCV file?

No. All fields set out in PRA Depositor Protection Rule 12.9 must be included in the SCV file. If you hold the date of birth of a customer, you must show it in the Date of Birth.

Q13. The SCV table requires National Insurance numbers to be provided where held by the firm. Do deposit takers need to start collecting National Insurance numbers?

No, it's not necessary. However, if you have National Insurance number, it can be useful for us in terms of identifying individuals.

Q14. Should honours/qualification details be provided in the SCV file, where the honours/qualification is not used as the person's title? (e.g. Mr John Smith OBE/MBA)

No. Do not include honours/qualification details in the 'Forename' or 'Surname' fields.

Q15. How do I populate a surname field if a customer does not have a surname?

When a customer does not have a surname, such as Arabic names, their ancestry should be placed in the surname field. For example, for a customer with the name "Saleh ibn Tariq", we would expect the information to appear in the following format:

First forename field: Saleh  
Surname field: ibn Tariq

## Contact details

All depositor records must meet minimum requirements for address details, so we have enough information to send compensation payments.

The minimum requirements for UK addresses are:

- Address Line 1
- Address Line 2
- Postcode

The minimum requirements for non-UK addresses are:

- Address Line 1
- Address Line 2
- Country

Make sure the Address Line fields are filled in without any gaps. Address Line 1 and Address Line 2 fields should be filled in first, and if there is a third address line, enter it in Address Line 3, and so on.

Don't include comments like "no address", "hold mail" or "gone away" in the address fields. Don't include the depositor's name in the address fields either.

### Unknown addresses

For unknown addresses, leave the address fields blank and mark the account with a 'not fit for straight through payout' (NFFSTP) account status code. Include this code in your SCV Effectiveness Report with an explanation so FSCS knows what it means.

You should be collecting address information during customer on-boarding and updating it regularly. This should form part of your anti-money laundering and 'know your customer' (KYC) checks.

In practice, we expect the number of NFFSTP cases to be very low.

### Gone away customers

If you are aware that an address is out of date and you have not been able to obtain an up to date one, mark the account with a 'not fit for straight through payout' (NFFSTP) account status code. Include this code in your SCV Effectiveness Report with an explanation so FSCS knows what it means. You may include the last known

address for the customer in the SCV; in a payout, FSCS will try to trace the customer using it.

## **PO Boxes**

FSCS will use the address details provided, so you must be satisfied that this is an appropriate address for payment, and that compensation can be collected from this address.

## **British Forces Post Offices (BFPO)**

You can find government guidance on address formats for BFPOs here:

<https://www.gov.uk/bfpo/how-to-address-bfpo-mail>. Ensure the BFPO number is in the final line of the address and leave the country field blank.

If an address has a BFPO postcode instead of a BFPO number, enter the BFPO postcode in the Postcode field.

## **Care of addresses**

If a depositor has a care of address, please ensure the Address Line 1 or Address Line 2 are formatted as follows:

- Write “Care of Mrs Angela Orange”; or
- Write “C/O Mrs Angela Orange”.

Alternatively, you can use an Account Status Code to identify accounts belonging to a customer with a care of address. Unless there is a reason why a customer’s accounts need to be marked with a NFFSTP Account Status Code, the accounts of the customer with a care of address can be marked with a FFSTP Account Status Code. Ensure the code is declared in the SCV Effectiveness Report.

## **Address format for prisoners**

If a customer is in prison and you have the prison’s address on file as the contact address, ensure their prisoner number is stated in Address Line 1 with the prison’s address on the other Address Line fields. Do not include the prisoner number in any other field. If you have the customer’s home address as the contact address, please provide this instead (without the prisoner number or any other special marking)

## **Phone numbers and email addresses**

If you have phone numbers and email addresses of your customers, ensure these are included in the Main Phone Number, Evening Phone Number, Mobile Phone

Number and Email Address fields. Phone numbers should be formatted without spaces, hyphens or + signs. Prefix international numbers with 00 instead of +.

### Frequently asked questions

Q16. FSCS used to require care of addresses to be marked with an NFFSTP Account Status Code. Is this still the case?

No. Accounts for a customer with a care of addresses can be marked with a FFSTP Account Status Code, unless there is any other reason why their accounts should be marked with a NFFSTP Account Status Code.

Q17. A customer has multiple email addresses. Should I provide them all?

No, just provide one.

## Account details

Account-level detail in the SCV gives FSCS useful information about the deposits that are being protected (or not protected) by the deposit guarantee scheme and whether a customer can be paid compensation without the need for manual review.

Each account holder should have their own record in the Details of Accounts section (Table C) of the SCV and Exclusions View file, and the balance of the account must be split evenly between them. An example is provided in the Balances section of this guide.

### Account Holder Indicator field

For single account holders, the Account Holder Indicator must be 001. Where there are 2 account holders, it must be 002 on each of the customers' account records. Where there are 3 account holders, the Account Holder Indicator must be 003, and so on.

FSCS uses the Account Holder Indicator to check that all account holders are included in the SCV and Exclusions View file.

### Fit for straight through payout

We aim to compensate most customers in the SCV file within 7 calendar days of a deposit taker failing, on the basis that we have all the information we need to do so. This is an advance on the 10-business day timeframe specified in the Depositor Protection Rules, applicable until 31 December 2023. From 1 January 2024 the timeframe in the Rules is seven business days, unless an exception applies.

For most deposit takers, we anticipate there would be a small proportion of customers in the SCV file where further checks or extra information would be required.

FSCS relies on your firm to identify which customers in the SCV file are fit for straight through payout (FFSTP), because we aim to compensate them within 7 calendar days of a deposit taker failure. We also rely on this information to identify which ones are not fit for straight through payout (NFFSTP), because they are subject to further checks before compensation can be paid.

Your identification of what is FFSTP and what is NFFSTP (and the reasons why) should be managed by your SCV system and conveyed to FSCS using the Account Status Code field in the SCV.



Typical reasons why a customer (and by extension, their accounts) would be considered NFFSTP include:

- the customer has gone away and no longer reachable (e.g. post has been returned);
- the customer has died without probate;
- the customer has been inactive for a period of time that meets your internal definition of being dormant (but does not meet the legally dormant definition). Generally, we expect your internal definition of dormancy to be at least 2 years of no customer-initiated transactions. If an account meets the definition of being legally dormant, it must be placed in the Exclusions View file;
- the customer does not have an address that is safe for private correspondence;
- correspondence you send to the customer needs special modifications, such as a braille letter, large print, audio letter, etc; or
- fraud or money laundering is suspected (but without charge or conviction).

### **Account Status Code field**

Use the Account Status Code field to present any keys or codes that you have marked against customers' accounts in your system that identify whether they are FFSTP or the reason why they are NFFSTP.

These keys and codes should also be stated in your SCV Effectiveness Report, along with descriptions of what they mean ([Depositor Protection Rule 12.4](#)).

If there is a reason why a customer is NFFSTP, all their accounts should have an appropriate Account Status Code that indicates they are NFFSTP.

For joint accounts, each account holder should be listed as a separate record in the Details of Account section (Table C) of the SCV. This allows each account holder to have a different Account Status Code to be applied to the same account. For example, if an account holder has gone away, and the joint account holder has not (and they can be considered FFSTP), the account records for the first account holder should have Account Status Codes that are NFFSTP, whilst the joint account holder's records can have an Account Status Code that is FFSTP.

### **Banking Recovery and Resolution Marking field**

At least yearly, you must take steps to check whether your customers qualify as a micro, small or medium enterprise (SME). SMEs are defined for this purpose as enterprises with annual turnovers of EUR 50 million or less. As of 31 December 2020, the Depositor Protection Rules clarify that the calculation of the turnover criteria takes into account all provisions in the Annex to Commission Recommendation

2003/361/EC, including any relevant data from partner enterprises or linked enterprises in accordance with Article 3 of that Annex.

## **Product Type field**

This field should refer to the original term of the product, rather than the term remaining.

## **Frequently asked questions**

**Q18. If an account status code is applied at the account-level and not the customer-level, is it acceptable for customers to have conflicting codes in the SCV file, i.e. 'fit for straight through' and 'not fit for straight through' codes?**

No, a customer should not have both a FFSTP and an NFFSTP code.

The purpose of the Account Status Code is to allow FSCS to identify circumstances that would prevent automated payout, and these circumstances would generally be at a customer level.

For example, if a depositor is 'gone-away', it is expected that all his or her accounts would have the same account code. The same applies for 'deceased without probate' and 'special correspondence' codes, etc.

**Q19. Is it acceptable to use descriptive keywords to mark an account on the SCV file as 'fit for straight through payout' or 'not fit for straight through payout'?**

No. The status of an account should be indicated by the Account Status Code only. The deposit taker should perform data cleansing to remove keywords such as 'deceased', 'gone-away', 'no address' etc. from the SCV file.

**Q20. Is there a template showing how the Account Status Codes and their descriptions should be provided?**

You can find a template on our website at:

<https://www.fscs.org.uk/industry-resources/single-customer-view/>

**Q21. How should I flag an account that is affected by more than one issue using the Account Status Code field?**

We use the Account Status Code field to help determine the appropriate treatment for SCV records and accounts.

If you have multiple status codes to apply (e.g. suspected fraud, 'gone away'), we prefer to receive these codes combined into one code in the keys/codes table (to be submitted in the SCV effectiveness report).

Here are some examples that might represent a combined code scenario:

Account status key or code(s)	Description(s)	Fit for straight through payout?
<b>FRAUD</b>	Fraud risk	N
<b>LAUND</b>	Money Laundering Suspicion	N
<b>GONEA</b>	Gone Away	N
<b>FRLAGO</b>	Fraud risk, Money Laundering Suspicion, Gone Away	N
<b>FRAUD/LAUND/GONEA</b>	Fraud risk, Money Laundering Suspicion, Gone Away	N
<b>FLG</b>	Fraud risk, Money Laundering Suspicion, Gone Away	N
<b>GONEA/FRAUD/LAUND</b>	Gone away, Fraud risk, Money Laundering Suspicion	N

The code listed in the 'Account Status Code' column must match exactly the code that in the Account Status Code field on the SCV file. So:

- FRAUD/LAUND/GONEA, is not the same as,
- GONEA/FRAUD/LAUND.

**Q22. Do I need to include account status codes that are both 'fit for straight through payout' and 'not fit for straight through payout'?**

Yes. As well as using Account Status Codes that indicate that an account is 'not fit for straight through payout', you should also have an Account Status Code for accounts that are 'fit for straight through payout'. The Account Status Code may be a value (for example, "A" for Active) or it may be blank. In any case, the code must be declared in your SCV Effectiveness Report to inform FSCS what it means. The table below shows how either example should be declared in the SCV Effectiveness Report:

Account status key or code(s)	Description(s)	Fit for straight through payout?
<b>A</b>	Active and operating normally	Y

**Q23. How should I flag depositors who have specific needs, such as visual impairments?**

If you flag depositors with specific requirements (e.g. Braille or large print requested), apply the appropriate key or code to indicate:

- the specific requirement of that depositor; and
- that those relevant keys and codes in the SCV Effectiveness Report are marked as 'not fit for straight through payout'.

**Q24. A Power Of Attorney (POA) gives a designated person the ability to act on behalf of the account owner. Should accounts with a POA be in the SCV file?**

We would expect Power Of Attorney accounts to be contained in the SCV file. Please note that:

- we use depositor details (Table A) to identify who will receive the compensation;
- we use contact details (Table B) to identify what address cheques are sent to; and
- we use details of account (Table C) to identify the account 'owner'.

You should use the above populate of SCV for the different types of POA accounts that are relevant to their accounts.

We've had a number of questions on how to treat Power Of Attorney accounts. We've provided two examples below, but you should get expert legal advice if necessary.

**Example 1:** The Power of Attorney has been added to the account as a signatory, but the account holder and account contact details have not changed. In this example, the account should be included as 'fit for straight through payout'. The fact that the Power Of Attorney is a signatory on the account doesn't change how we deal with compensation and it will be paid to the account holder at the address contained in the contact details.

**Example 2:** The Power of Attorney is listed on the firms' records as the account contact, and so they receive all correspondence. In this example, include this account as 'fit for straight through payout'. The named account holder stays as the account payee, regardless of the appointment of a Power Of Attorney.

Under [Depositor Protection Rule 6.2\(4\)](#), FSCS can pay compensation in accordance with a request from the customer, including a request from an attorney acting for the customer under a POA. If the attorney asks FSCS to make the cheque payable to the attorney, FSCS will consider this request.

Q25. If a joint account has a deceased owner and a surviving owner, should the portion of the account belonging to the surviving owner be included in as 'fit for straight through payout' or 'not fit for straight through payout'?

You should consider the terms and conditions that relate to joint accounts before deciding what action is appropriate. If in doubt, get expert legal advice.

Q26. If a depositor has more than one role on an account (e.g. where a surviving spouse on a joint account has become the executor to their spouse's estate), can they have two account records recorded on an SCV file; one to reflect their share of the ownership (50% share) of the account, and one to represent their relationship as the executor? If not, how would you expect the multiple roles to be reflected in the record (Account Status, Account Holding Indicator)

No depositor should have more than one SCV record in the SCV file.

In the example above, you should consult the relevant terms and conditions before deciding what action to take.

If an individual happens to be an executor of an estate, this won't impact their own personal SCV record or compensation entitlement. In such cases, we prefer the name (in the customer details section of the SCV file) to be shown as "Executor of *[name of the deceased]*".

Q27. If a depositor is deceased and an Executor has been appointed for the account (clearly on a non-beneficial basis), how would the SCV record for the deceased person be treated on the SCV file?

If you have received the probate documentation and an executor has been appointed, the record would be included in the SCV file under the Executor's name. Include a key or a code to tag it as FFSTP.

If the executor has another individual record on the same SCV file, then use a separate SCV ID for the estate of the deceased person.

If the probate documentation is pending, or there are no contact details for the estate, flag the record as NFFSTP using a key or code.

Q28. When should '000' be used in the Account Holder Indicator field?

You can use '000' to indicate power of attorney (POA) in the Account Holder Indicator field.

If you use '000' in the Account Holder Indicator field, you should still use the appropriate Account Status Code to indicate POA.

# Balances

When a deposit taker fails, FSCS will rely on the balances in the SCV and Exclusions View files to pay compensation. It is essential that the balances are correct and calculated in line with the [PRA Depositor Protection Rules](#).

## Compensation limit

The compensation limit is £85,000. The Compensatable Amount field must reflect the Aggregate Balance of a customer, up to the compensation limit.

Your systems need to be capable of doing a 'limit check' ([Depositor Protection Rule 12.7](#)). This means your system must automatically identify a customer's compensation entitlement. You should explain how the limit check has been applied in your SCV Effectiveness Report ([Depositor Protection Rule 14.8](#)). Your systems should be flexible enough to change the limit, as it may change in the future.

## Joint accounts

If there are 2 or more account holders, split the balance of the account equally between them to the nearest penny. If you have evidence that the balance shouldn't be split evenly (such as the terms and conditions of the account), then split it according to the designated percentage ([Depositor Protection Rule 5.4](#)).

For the SCV and Exclusions View files, ensure the values in the Account Balance in Sterling, Account Balance in Original Currency, Original Account Balance Before Interest and Transferable Eligible Deposit fields are based on each account holders' share of the funds. For example:

- Earnest and Bella have a joint account together that is to be split equally;
- This is their only account;
- the joint account has a balance of £10,000;
- Earnest and Bella will be allocated a balance of £5,000 each;
- the value in the Account Holder Indicator field should be 002; and
- the figure used to calculate the Compensatable Amount should be £5,000 for each of them.

The table below shows uses the ABCD (format 3) file structure. In order to simplify this example, we've skipped over certain fields using "..."

SCV ID	...	First Forename	...	Account Number	...	Acc. Balance in Sterling	...	Aggregate Balance	...	Comp. Amount
222222-001		Earnest		22000001		5000.00		5000.00		5000.00
222222-002		Bella		22000001		5000.00		5000.00		5000.00

Another example:

- Eva and Mo have a joint account together that is to be split equally;
- the joint account has a balance of £10,000;
- Eva and Mo will be allocated a balance of £5,000 each;
- the value in the Account Holder Indicator field should be 002;
- Eva has another account in her sole name with a balance of £95,000;
- the value in the Account Holder Indicator field for Eva's solely owned account should be 001;
- the figure used to calculate Mo's Compensatable Amount should be £5,000.
- Eva's aggregate balance is £95,000 (a total of her £5,000 share of the joint account and £90,000 in her solely owned account).
- Eva's compensatable amount is £85,000, the maximum compensation she can receive.

The table below shows uses the ABCD (format 3) file structure. In order to simplify this example, we've skipped over certain fields using "..."

SCV ID	...	First Forename	...	Account Number	...	Acc. Balance in Sterling	...	Aggregate Balance	...	Comp. Amount
222222-006		Mo		22000006		5000.00		5000.00		5000.00
222222-007		Eva		22000006		5000.00		95000.00		85000.00
222222-007		Eva		22000007		90000.00		95000.00		85000.00

## Foreign currencies



FSCS pays compensation in Pound Sterling. Foreign currency balances should be shown in the SCV along with the Pound Sterling equivalent and the exchange rates used to convert them.

The Exchange Rate included in the SCV and Exclusions View files should be as of the date that the SCV or Exclusions View file is requested by FSCS or the PRA. We recommend using the [Bank of England's spot rate](#).

The Account Balance in Original Currency and Original Account Balance Before Interest fields must contain the balances in the original currency. The Account Balance in Sterling, Transferable Eligible Deposit, Aggregate Balance and Compensatable Amount must be in Pound Sterling.

For Pound Sterling accounts, all balance fields should contain the Pound Sterling value and the Exchange Rate field should contain the value 1.

The table below shows an example of an account in Swiss Francs and an account in Pound Sterling. It uses the ABCD (format 3) file structure. In order to simplify this example, we've skipped over certain fields using "...".

SCV ID	...	Account Balance in Sterling	...	Currency of Account	...	Account Balance in Original Currency	Exchange Rate	...	Agg. Balance	Comp. Amount
222222-004		47466.74		CHF		60679.76	0.78225		47466.74	47466.74
222222-005		88031.02		GBP		88031.02	1.00000		88031.02	85000.00

## Zero balances

Even if a depositor's balance is zero, you should still include the account in the SCV or Exclusions View file.

## Negative balances

FSCS compensates customers on their positive account balances, so balances in the Aggregate Balance and Compensatable Amount fields should only be calculated from their positive account balances. We do not take customers' debts and liabilities such as overdrafts, credit cards and most types of "off-set" mortgage accounts into account when we compensate customers.

This helps speed up payment and ensures customers won't lose their savings to debt repayments in the event of a default.

You should show negative deposit account balances in the SCV and Exclusions View files but don't include them in the calculation of the Aggregate Balance and Compensatable Amount.

Agreed overdraft limits should be recorded in the Authorised Negative Balance field. This is useful for continuity of access purposes, which is explained in [Supervisory Statement SS18/15](#) published by the PRA.

The following example uses the ABCD (format 3) file structure. In order to simplify this example, we've skipped over certain fields using "...".

SCV ID	...	First Forename	...	Account Number	Account Balance in Sterling	...	Aggregate Balance	...	Compensatable Amount
222222-000		Edward		22000000	1234.00		1234.43		1234.43
222222-000		Edward		22000001	-50.00		1234.43		1234.43
222222-000		Edward		22000009	0.43		1234.43		1234.43

In the example above, Edward's 3 accounts (including one with a negative balance) are presented on the SCV. His negative balance on one of his accounts has no bearing on the aggregate balance and compensatable amount.

If a customer has negative balances on all their accounts, their aggregate balance and compensatable amount must be zero.

### In-flight transactions

At the point that a deposit taker fails, it's likely there will be payments that have either not yet settled, or not credited or not debited to customers' accounts.

You can find out how to treat these in-flight payments for the SCV and Exclusions View files in [Depositor Protection Rule 12.14](#), which intends to ensure that the balance a customer sees at the end of the business day matches the balance in the SCV or Exclusions View file as closely as possible.

The insolvency practitioner or administrator will deal with these in-flight transactions when a deposit taker fails. There will need to be a process of reconciliation between the insolvency practitioner or administrator, FSCS and any acquiring firm (as relevant).

Any intraday payments should be shown on the depositor's accounts by close of business.

Due to staggered timings in payment systems or internal processes, some payments can be reflected on customers' accounts before they've settled. Some timing differences will be intraday, and some might span across multiple days.

If these payments are already showing in a depositor's account, despite the interbank settlement having not yet completed, the value should be added or subtracted from the depositor's compensatable amount. For example, if a depositor has made a debit card payment (reducing their available balance), this should reduce the compensatable amount in the SCV file.

For payments that have not been reflected on accounts, and where the depositor does not have access to their account, these payments might need to settle and be returned as unapplied payments. You might need to think about whether this impacts your processes.

Payments debited from a depositor's account should reduce the value in the SCV and Exclusions View file, regardless of whether the firm has sent the funds ([Depositor Protection Rule 12.14](#)). However, if a debit payment has not yet entered the payment system, you should reapply it to the depositor's account. For example, debited funds may have been added to a suspense account. This will then form part of a depositor's compensation balance in the SCV or Exclusions View file.

The PRA recognises that there will be a small number of payments that are not known about at the point of resolution but where the depositor has already committed to making that payment by taking goods or services in exchange. Any irrevocable debits (for example, overseas debit card transactions) that have not been reflected on the SCV file may need to go through a process of reconciliation with the insolvency practitioner or administrator, FSCS and any acquiring firm (as relevant).

### **Transferable eligible deposit**

The Transferable Eligible Deposit field in the SCV is for continuity of access purposes. At a customer-account level, this is the balance of the account that is covered by FSCS protection.

The following example uses the ABCD (format three) file structure. In order to simplify this example, we've skipped over certain fields using "...".

SCV ID	... First Forename	... Product Type	... Account Balance in Sterling	... Trans. Eligible Deposit	Agg. Balance	Comp. Amount
222222-003	Jamie	IAA	60000.00	60000.00	135000.00	85000.00
222222-003	Jamie	FD1	70000.00	25000.00	135000.00	85000.00
222222-003	Jamie	FD2	5000.00	0.00	135000.00	85000.00

In this example, Jamie has 3 accounts which total £135,000. The SCV must show these 3 accounts in the order of hierarchy (as set out in [Depositor Protection Rule 13.5](#)). Transactional accounts take higher priority over fixed term deposits.

The hierarchy is designed for continuity for accounts with the most regular transactions. The PRA expects the balance in transactional accounts to be the last to be reduced, while the balance in long fixed term deposits to be the first to be reduced.

If a customer holds several accounts within a category in the hierarchy, the PRA expects all accounts within that category to be reduced *pari passu*.

For more information, see the section about continuity of access in [Supervisory Statement SS18/15](#). The PRA has provided waivers to the Continuity of Access rules for some firms meeting specific criteria.

## Interest

Interest accrued up to the date the SCV or Exclusions View files were requested by the PRA or FSCS (or the date the deposit taker fails) must be added to the value of the deposit, and presented in the Account Balance in Sterling and Account Balance in Original Currency fields. Calculations for the Transferable Eligible Deposit, Aggregate Balance and the Compensatable Amount fields must be based on balances that include accrued interest.

## Structured deposits

Structured deposits are accounts where the investment return can't be calculated until the maturity date. An example is an account with a return that is based on growth of a stock market index.

The Account Balance in Sterling and Account Balance in Original Currency fields for structured deposits must include:

- the value of the deposit; plus
- any guaranteed minimum return; plus
- any interest accrued prior to the product start date.

The Structured Deposit Accounts field must also contain Yes.

## Aggregate balance and compensatable amount

The aggregate balance, transferable eligible deposit, and compensatable amount in the SCV file should be calculated in relation to the accounts included in the SCV file only. The aggregate balance and compensatable amount in the Exclusions View file should be calculated in relation to accounts included in the Exclusions View file only.

This enables FSCS to sense check the SCV and Exclusions View files individually. In a payout, FSCS will check the amount of compensation paid to a depositor from the SCV before further payments are made of any accounts in the Exclusions View file.

You might not be able to calculate the compensatable amount for Beneficiary accounts (e.g. as you might not have visibility of the underlying beneficiaries or their eligibility). In such cases, you can leave the Compensatable Amount field blank in the Exclusions View file or enter a value of 0.00.

## Temporary High Balances (THBs)

THBs are balances over the compensation limit that relate to certain life events. Examples include money from a house sale, divorce settlement, or an inheritance. FSCS may be able to protect these balances above the compensation limit.

You don't need to flag THBs in the SCV or Exclusions View files. FSCS has a separate process for assessing THB claims from customers in the event of a failure of a deposit taker.

## Frequently asked questions

Q29. Some eligible accounts may allow the depositor to receive a bonus payment on a future date, or at the end of the term of the account, if they don't make a withdrawal before a certain date. Should these payments be included in the SCV?

FSCS does not protect a bonus, unless the account terms and conditions have been met, and payment is due.

Such payments are only protected if the deposit is held for the full term and the necessary conditions have been met prior to the point of default.

Q30. How would any compensation limit apply to a discretionary trust?

For a discretionary trust, FSCS would usually see the trustees as the claimant, not the beneficiaries. FSCS would protect the balance of a discretionary trust up to the compensation limit.

However, with bare trusts, or an account held by a nominee company, we treat the beneficiaries as having the claim, not the trustees or nominee company ([Depositor Protection Rule 6.2](#)).

Beneficiaries are subject to the same eligibility criteria for protection as direct customers of the deposit takers. If a beneficiary of a trust is ineligible for compensation, we would remove their balance from the compensation calculation for the trust ([Depositor Protection Rule 5.7](#)).

### Q31. How should I treat offset mortgages if there's a negative balance?

If a customer owes a deposit taker money, that debt isn't subtracted from the deposit when calculating the protected deposit. This has implications for offset mortgages.

If the deposit account is identified as separate from the mortgage balance, then compensation should be calculated on a gross basis.

However, if the deposit account is combined with the mortgage account, we would have to treat it as an overdraft, and therefore no compensation would be payable.

The two most-common types of offset mortgage structures are:

- **Type 1:** a savings/current account (which is usually separately identified from the mortgage balance). The balance in the account is offset against the mortgage and interest is calculated on the amount of the mortgage debt, minus the deposit amount.
- **Type 2:** a current account, combined with a mortgage account which operates as one large overdraft (with a credit limit).

In Type 1, deposits are usually identified separately from the mortgage balance. Therefore, the PRA considers that it should be relatively easy to separate the two elements and calculate compensation on a gross basis.

In Type 2, because of the nature of the product, the PRA has deemed that it might not be possible to separate the deposit element from the mortgage element. In this case, we would have to treat the single balance as a debt to the bank (i.e. as an overdraft).

### Q32. Should I include the return on structured deposits in the SCV file?

If the structured deposit falls within the definition of a deposit, the legal position is the same, whether the deposit is an ordinary deposit or a complex structured deposit.

Interest, or the return on a deposit is itself a deposit if it is added to the account.

If the interest can't be added to the account, but instead is immediately paid to the depositor's account at another bank, then it is that other bank that accepts the interest payment as a deposit.

PRA recognises the difficulties of these complex calculations with regards to submitting an SCV, so [Depositor Protection Rule 12.11](#) now covers this.

Q33. If a structured deposit doesn't run to term and therefore has some capital at risk, does it meet the definition of a deposit?

If the deposit taker's obligation to return the customer's funds depend on investment performance, then this does not meet the definition of a 'deposit' for FSCS purposes, which requires the customer's capital to be repayable 'at par'. Please refer to the definition of deposit in the [Depositor Protection Rules](#).

Q34. Does the reward payment on Sharia deposits (as interest is not payable on such deposits) count as interest – and therefore does the record have to be included in the SCV file?

Whether a Sharia deposit (and any interest-like payment) qualifies for compensation will depend on the exact terms and conditions of the product.

In order to meet the definition of a 'deposit', there must be capital certainty – i.e. the deposit must be repayable at par (according to the Depositor Protection Rules).

Q35. How should I calculate the compensatable amount for term deposits?

Treat eligible term deposits and fixed deposits in the same way as other eligible deposits. Calculate the compensatable amount by adding:

- The account balance at the default date; and
- Interest accrued up to the default date, but which had not yet been credited.

For structured deposits, where the return can't be calculated until the maturity date (because the return is based on growth of an index at a future date) in the compensatable balance field, add the interest accrued before the product start date, and any minimum return to the account balance.

Q36. What are FSCS's current expectations around the tax on account balances, and therefore on the compensatable amount? How should I treat this if owners have different tax statuses?

The Depositor Protection Rules don't mention provisions for any tax treatment.

You should treat tax in the usual way. Firms (or depositors) are responsible for tax accounting to HMRC.



Q37. How should I treat a child trust fund balance if the child has a direct ownership account (e.g. with £90,000 in it), as well as a Child Trust Fund (e.g. with £5,000 in it)? Does their direct ownership account consume the entire available compensation limit?

The child's direct ownership account should go in the SCV. Her Majesty's Treasury advised FSCS that Child Trust Funds and Junior ISAs (JISAs) should be placed in the Exclusions View file as beneficiary accounts. FSCS would review the SCV first and compensate the child up to the compensation limit. In this case, the remaining balance in their direct ownership account and the Child Trust Fund are in excess of the compensation limit and wouldn't be compensated by FSCS.

## Potentially eligible exclusions from the SCV

The following categories of accounts must be excluded from the SCV file, and instead, be placed in a file called the Exclusions View. These are potentially eligible deposits where compensation can be deferred by FSCS beyond the standard payout deadline to allow further investigation to be undertaken.

### Legally Dormant accounts

- These are accounts that have had no depositor-initiated transactions in the last 15 years (excluding any interest or dividends). This definition comes from 'the Dormant Bank and Building Society Accounts Act 2008 (DBBSAA 2008)'.

### Legally Disputed accounts

- These are accounts on which you have received formal notice of a legal dispute or competing claims regarding the proceeds of the accounts.
- Legal disputes can arise from someone who is not an account holder.
- Accounts with a hold notice from HMRC for direct recovery of debts should be classified as Legally Disputed accounts.
- Accounts connected to an outstanding charge relating to money laundering (i.e. no conviction has been made yet), should be classified as Legally Disputed. If a conviction has been made, the deposit is instead ineligible and must not be included in either the SCV file or Exclusions View file.

### Sanctioned accounts

- These are accounts owned or controlled by:
  - someone whose name appears on the "Consolidated list of financial sanctions targets in the United Kingdom", maintained by HM Treasury; or
  - someone that national governments or international bodies have put restrictive measures against.

### Beneficiary accounts

- These are accounts where the account holder is not absolutely entitled to the deposit and is holding funds either on behalf of, or for the benefit of another person.
- Deposits from Beneficiary accounts might be eligible for FSCS compensation, subject to further investigation by FSCS to identify the underlying beneficiaries in a payout.
- Examples of Beneficiary accounts are trust accounts or client accounts.
- Junior ISAs and Child Trust Funds should be categorised as Beneficiary accounts.
- Payout for beneficiary accounts is permitted to take up to 3 months from the failure of a deposit taker.

### Exclusions View file

Deposit takers must be able to produce an Exclusions View file containing appropriate exclusions from the SCV, i.e. any Legally Dormant, Legally Disputed, Sanctioned or Beneficiary accounts, and submit it to FSCS up on request within 24 hours.

Please do not confuse the Exclusions View file with the “exclusions list” referred to the [PRA Depositor Protection Rules](#). The “exclusions list” is a list of the types of ineligible deposits. Deposits that are ineligible for compensation under the criteria set out under [Depositor Protection Rule 2.2\(4\)](#), must not be included in the SCV or the Exclusions View file.

The structure of the Exclusions View file should be the same as the SCV structure, but, given the nature of these accounts, there are some differences in the details required, particularly for beneficiary accounts.

- The Exclusion Type column must be populated in the Exclusions View file with either LEGDOR, LEGDIS, HMTS or BEN, denoting Legally Dormant, Legally Disputed, Sanctioned and Beneficiary accounts respectively. The Exclusions Type column must be blank in the SCV as none of these categories should apply to records that have been put in there.
- If an account can be classified under multiple Exclusion Types, select just one classification in this priority order: HMTS, LEGDIS, LEGDOR and then finally BEN.

- Accounts cannot appear in both the SCV and Exclusions View file. Legally Disputed, Legally Dormant and Beneficiary classifications apply at an account-level.
- The same customer may appear in both the SCV and Exclusions View file for different accounts. For instance, a customer can have both an individual account in the SCV file, and a joint account with their spouse (or other) categorised as Legally Disputed in the Exclusions View file. However, if a customer is sanctioned, all their accounts must be put into the Exclusions View file. Don't put records from sanctioned customers in the SCV file.
- If a customer appears in the SCV as the owner of an account, and in Exclusions View file as a trustee for a Beneficiary account, they may be assigned a different SCV ID for each file. In all other scenarios, the customer should be assigned the same SCV ID for all their accounts.
- If a trust has a name of its own (e.g. The John Smith Trust, or The XYZ Trust) and the trust name is known, input this in the Surname field, and leave the Forename fields blank (i.e. as per other non-individuals). If the trust doesn't have its own name (e.g. because it was not established by a trust deed and it's an informal trust, such as a parent holding a deposit on trust for their child), input one of the trustees' names in the Forename and Surname fields in the Exclusions View file.
- The Account Holder Indicator should be 001 for Beneficiary accounts.
- The aggregate balance and compensatable amount in the Exclusions View file should be calculated in relation to accounts included in the Exclusions View file only. The aggregate balance, transferable eligible deposit, and compensatable amount in the SCV file should be calculated in relation to the accounts included in the SCV file only. This enables FSCS to sense check the SCV and Exclusions View files individually. In a payout, FSCS will check the amount of compensation paid to a customer from the SCV before further payments are made of any accounts in the Exclusions View file.
- You might not be able to calculate the compensatable amount for Beneficiary accounts (e.g. as you might not have visibility of the underlying beneficiaries. In such cases, you can leave the Compensatable Amount field blank in the Exclusions View file or enter a value of 0.00.

If you don't have any accounts to put into an Exclusions View file, please confirm this to us in the SCV Effectiveness Report.

## Frequently asked questions

Q38. How should I treat cases where, for example, a depositor has 4 eligible accounts and one of these is under legal dispute?

Place the legally disputed account in the Exclusions View file and other 3 in the SCV file. Ensure the SCV ID of the depositor is the same for all 4 of these accounts. The Aggregate Balance and Compensatable Amount in the Exclusions View file should be based on the balance of the depositor's Legally Disputed account only, and the Aggregate Balance and Compensatable Amount in the SCV should be based on the balances of the depositor's 3 accounts only.

Q39. How should I treat a depositor who is has a joint account with a sanctioned individual?

If a sanctioned individual has a joint account, but the other account holder is not sanctioned, then, for that account, the non-sanctioned account holder should also be placed in the Exclusions View file. Other accounts that the non-sanctioned account holder has individually or holds with other non-sanctioned account holders must be placed in the SCV file.

Q40. How should I treat an account holder who is an adult, but the money belongs to a child? This is not a joint account.

You should establish who is the legal owner of the account.

If the parent is the account holder, and their child is the beneficiary, these accounts would normally go in the Exclusions View file as a Beneficiary account.

Q41. For Child Trust Funds, who should I calculate compensation for – the child or the parent?

FSCS pays compensation to the underlying beneficiary of the account (i.e. the child). Child Trust Funds should be identifiable and extractable from your systems and included in the Exclusions View file.

Q42. How should I treat joint accounts if one account holder is Legally Dormant? For example, Mr. Smith has a sole account with Bank B. He also has a joint account with Mrs. Smith at Bank B, which hasn't been used for over 15 years. Mrs. Smith hasn't contacted Bank B in this time. How should Mrs Smith be treated?

Legally Dormant accounts must be put in the Exclusions View file.

Legal dormancy applies at an account-level rather than at the depositor-level. So, in the above example, Mr. and Mrs. Smith's dormant joint account should be put into the Exclusions View file, and Mr. Smith's solo account should be put into the SCV file.

**Q43. A trust is split into sub-funds/portfolios – how should this be reported for SCV purposes? Is each sub-fund/portfolio covered for up to £85,000 separately?**

If the beneficiaries under a trust are 'absolutely entitled', FSCS will assess the trust arrangement to see whether each beneficiary can be a separate claimant; in accordance with [Depositor Protection Rule 6.2\(5\)\(a\)](#).

If the beneficiaries aren't absolutely entitled, each trust will only be entitled to one claim for all beneficiaries.

**But what if such a trust is 'split' into separate sub-funds or portfolios?**

In these circumstances, we will look at the tax treatment. Since 6 April 2006, trustees can make a "sub-fund election". This is so they can treat separate funds within a trust as separate trusts for the purpose of income tax and capital gains tax. However, the conditions for making a sub-fund election are quite restrictive. Generally, an election can only be made if both the assets and the beneficiaries of the main fund and the sub-fund are different. (The provisions are found in section 477 Income Tax Act 2007, section 69A and Schedule 4ZA Taxation of Chargeable Gains Act 1992.) You can find HMRC's guidance at paragraph 3505 of the 'Trusts, Settlements and Estates manual: Trust income and gains: Sub-fund elections'.

**If a sub-trust election has been made**

If trustees had made a sub-trust election before the bank failure, we will see the different sub-funds as different depositors, and therefore each will be entitled to make a claim. So, in this case, each sub-fund should be listed separately in the Exclusions View file.

We will need evidence that a sub-fund election has been made.

**If a sub-trust election has not been made**

If a sub-fund election has not been made, and the 'separate' funds/portfolios were taxed as a single trust, then we will regard them as a single trust depositor.

Therefore, this single trust depositor is entitled to one claim on behalf of all the beneficiaries together.

The deposits of the different funds/portfolios should therefore be aggregated and reported as a single entry in the Exclusions View.

#### Q44. How should I record accounts held by charities?

Charitable status is not a relevant factor in determining eligibility. It is the underlying legal structure of the deposit holder that is important. As long as the funds are deemed to be a deposit under the rules and the type of entity is not excluded under [Depositor Protection Rule 2.2\(4\)](#), the deposit will be eligible.

If eligible, the deposit should be in the SCV file, unless the charity is holding the money on trust for its beneficiaries. In this case, it should be classified as a Beneficiary account in the Exclusions View file.

[Depositor Protection Rule 11.2](#) requires you to determine whether an account is held on trust. You should seek clarification from account holders if you are uncertain.

#### Q45. Should I use different SCV IDs for a depositor's own accounts in the SCV file and the depositor's trust accounts in the Exclusions View file?

For beneficiary accounts, the PRA expects you to give details of the contact for the client/trust account, rather than the underlying beneficiary.

According to [Depositor Protection Rule 6.3](#):

If a **person** is:

(1) a trustee (other than a bare trustee); or  
(2) the operator of, or the **person** carrying on the **regulated activity** of winding up, a **stakeholder pension scheme** (which is not an **occupational pension scheme**) or **personal pension scheme**,  
the **FSCS** must treat that person's entitlement to compensation in this capacity as separate from the entitlement to compensation in any other capacity, as if the two entitlements were held by different **persons**.

As such, a trustee can be allocated a different SCV ID from their own personal record.

# UK's withdrawal from the European Union

## Protection removed for EEA branches of UK deposit takers

From the end of the transition period (11pm on 31 December 2020), deposits held in EEA branches of UK deposit takers are no longer be eligible for compensation by FSCS. The EEA include the 27 EU Member States along with Norway, Iceland and Liechtenstein.

All accounts included in the SCV and Exclusions View files must be held by UK or Gibraltar branches, with the Account Branch Jurisdiction field populated with GBR or GIB. Deposits held with EEA branches of UK deposit takers must not appear in the SCV or Exclusions View file.

## Protection of UK branches of EEA deposit takers

Firms with a UK establishment that enter the Temporary Permissions Regime (TPR) following the end of the Brexit transition period on 31 December 2020 must provide an SCV file and Exclusions View file to FSCS within three months of receiving a deemed authorisation and/or within 24 hours of receiving a request from FSCS. The PRA and FSCS have developed a project plan to ensure that all firms are tested in accordance with the rules.

The PRA has requested that firms do **not** submit their SCV file **until** a formal request is received from FSCS. Once a formal request has been made (which will be within three months of the firm receiving authorisation), firms must submit their SCV files to FSCS within 24 hours. FSCS will time the submission of the SCV file.



## Annex A – Revision History

This document has gone through an editorial review. This was to simplify the wording and reduce the length of the document.

The main technical changes since the March 2017 version of this document are listed below.

Version	Section	Revisions
January 2021	Submitting SCV and Exclusions View files to FSCS (page 7)	Information added for firms that have entered the Temporary Permissions Regime.
	Reporting requirements (page 8)	The URL to the SCV Effectiveness Report template has been updated and the section refers to the Marking Effectiveness Report and Continuity of Access Report, which are also available in the same location.
	Transmission and security (page 8)	The reference to Connect: Direct has been removed as a supported transmission method. All deposit takers using this method were migrated to supported methods.
	Eligibility (page 9)	Content previously in the Frequently Asked Questions section has been moved here and simplified. The definition of “deposit” has been updated in line with the changes to the <a href="#">Depositor Protection Rules</a> following the UK’s withdrawal from the EU.
	File types (page 16)	A new section formed of content that was previously in the Frequency Asked Questions section, and explicit mentions of the file types supported. Comma column delimiters and line feed row delimiters are supported in text-based files.
	Table C - Account details (page 23 and onwards)	<p>“Content Mandatory?” wording update for field 51.</p> <p>Updated “Field Description” and “Content Mandatory” for field 39 following the UK’s withdrawal from the EU.</p> <p>Updated the name of field 40 from BRRD Marking to Banking Recovery and Resolution Marking. Updated “Field Description” following the UK’s withdrawal from the EU.</p> <p>Decimal place updates to “Data Type” column made for fields 42, 43, 45, 46, 47, 48, 50, 51.</p> <p>Updated “Field Description” text for field 45 (Account Balance in Original Currency) to clarify that the value should include accrued interest, and this field should be populated even if the account is in pound sterling.</p>

Depositor details (previously page 23)	This section has been renamed Customer details, and content previously in the Frequently Asked Questions section has been moved here.
Contact details (page 37)	Content previously in the Frequently Asked Questions section has been moved here. Treatment of “care of addresses” has been revised - customers can now be considered as FFSTP, unless there is another reason why should be considered NFFSTP. A new sub-section for Phone numbers and email addresses has been added. New questions have been added to the Frequently Asked Questions sub-section.
Account details (page 40)	Content previously in the Frequently Asked Questions section has been moved here and some new Frequently Asked Questions have been added. Expectations of the Banking Recovery and Resolution Marking field and Product Type field have been added.
Balance Calculation (previously page 31)	This section has been renamed Balances. Content previously in the Frequently Asked Questions section has been moved here. References to Co-operation with the Union have been removed. Expectations regarding the Aggregate Balance and Compensatable Amount fields (where a customer appears in the SCV and Exclusions View file) have been explained.
Exclusions (previously page 33)	This section has been renamed Potentially eligible exclusions from the SCV. Content previously in the Frequently Asked Questions section has been moved here and simplified A correction have been made to the payout timelines for Beneficiary Accounts and the expectations of the Account Holder Indicator value for Beneficiary Accounts.
UK’s withdrawal from the European Union (page 64)	A new section to explain the change to eligibility of deposits and the expectations of UK branches of EEA deposit takers entering the Temporary Permissions Regime following the UK’s withdrawal from the EU.
Glossary of Terms (previously Annex A)	This has been removed from the guide. Please refer to the <a href="#">Depositor Protection Rules</a> for definitions.
Definition of Protected Deposits (previously Annex B)	Content has been simplified and moved to the section about Eligibility <b>Error! Reference source not found.</b>
Frequently Asked Questions (previously Annex C)	Content from this section has been moved to the main body of the document. Duplicate content has been removed.

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Implementation Timeline (previously Annex D)	This has been removed from the guide.
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Revision History (previously Annex E)	This is now Annex A.
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