



**24 August 2016**

**MEDIA INFORMATION**

### **Consumers could be in line for compensation after FSCS declared 11 firms in default**

Consumers could get back money they have lost as a result of their dealings with any of the 11 failed financial firms (listed below) the Financial Services Compensation Scheme (FSCS) recently declared in default.

FSCS is the UK's statutory compensation scheme for protecting customers of regulated financial services firms. A declaration of default means FSCS is satisfied a firm is unable to pay claims for compensation made against it. This paves the way for customers of that firm to make a claim for compensation.

Mark Oakes, Head of Communications at FSCS said: "FSCS protects consumers around the UK when authorised financial services firms go bust. It protects your deposits, investments, home finance and insurance, and it's free for consumers to use. Our message to anyone who believes they may be owed money as a result of their dealings with any of these firms is please get in touch as we may be able to help you."

Since its inception, FSCS has helped over 4.5m people, paying out more than £26bn in compensation.

If you wish to make a claim with FSCS, contact their Customer Services Team on 0800 678 1100 or 020 7741 4100. You can also email them at [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk).

For the latest FSCS news and information visit [www.fscs.org.uk](http://www.fscs.org.uk) or follow [@FSCS News](https://twitter.com/FSCS_News).

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## **Declarations by FSCS**

**From 1st June to 31st July 2016**

### **EAST**

#### **Home Finance**

**Paul Dulwich**, UNIT 2, IMPERIAL PARK, RAWRETH LANE, RAYLEIGH, ESSEX SS6 9RS

### **LONDON**

#### **Investments**

**Consensus Corporate Finance Limited**, 2ND FLOOR, 35 PARK LANE, LONDON W1K 1RB

**PropertyBourse Limited**, 180 PICCADILLY, LONDON W1J 9HF

### **MIDLANDS**

#### **Life and Pensions**

**Morgan Fitzgerald Financial Planners Limited**, BAMFORDS TRUST HOUSE, 85-89 COLMORE ROW, BIRMINGHAM B3 2BB

#### **Investments**

**Bridgett Williams Limited**, 34 GREENMEADOW GROVE, ENDON, STOKE-ON-TRENT, STAFFORDSHIRE ST9 9EU

**The Executive Mortgage Company Limited**, CAVALIER COTTAGE, MAIN STREET, UPPER STOWE, NORTHAMPTON, NORTHAMPTONSHIRE NN7 4SH

### **NORTH EAST**

#### **Investments**

**Financial Strategies (North) Limited**, 9 CHURCH STREET, BAWTRY, DONCASTER, SOUTH YORKSHIRE DN10 6HR

### **SOUTH EAST**

#### **Investments**

**Barchester Financial Services Limited**, 64 HIGH STREET, TONBRIDGE, KENT TN9 1EH

**Wood Associates Independent Financial Services**, 1ST FLOOR, 33 MOUNT EPHRAIM,  
TUNBRIDGE WELLS, KENT TN4 8AA

## **SOUTH WEST**

### **Home Finance**

**Dolphin Pension Property Limited formerly Dolphin Financial Solutions Limited**, 89A  
COCK ROAD, BRISTOL, SOMERSET BS15 9SG

## **INTERNATIONAL**

### **Insurance**

**Enterprise Insurance Company Plc formerly IOMA Insurance Company (Gibraltar) Plc**,  
R22-R44 RAGGED STAFF WHARF, QUEENSWAY QUAY, GIBRALTAR

## **Notes to Editors:**

### **1. About FSCS**

FSCS is the UK's statutory compensation scheme for customers of authorised financial services firms. It was set up by Government in 2001 and is funded by the financial services industry. FSCS protects investment business, deposits, home finance (mortgage) advice, general insurance and insurance broking. FSCS can pay for financial loss if a firm is unable, or likely to be unable, to pay claims against it. The following limits apply: up to £50,000 in compensation per person per firm for investments and home finance (for claims against firms declared in default from 1 January 2010), for general insurance advice and arranging claims 90% of the claim is protected with no upper limit. Compulsory insurance is 100% (for business conducted on or after 14 January 2005). For more details visit our [Insurance Limits](#) page.

FSCS is an independent body, set up under the Financial Services and Markets Act 2000 (FSMA), and does not charge individual consumers for using its services.

### **2. Declaring a firm in default**

Before FSCS can pay compensation it must be satisfied that a firm does not have sufficient assets to meet claims. It describes this as being 'in default'. The Scheme will declare a firm in default if:

- it has received at least one claim; and
- it is satisfied that the firm is unable (or likely to be unable) to pay claims against it.

FSCS is required to do this before it can pay compensation to eligible claimants.

Declaring a firm in default allows consumers who believe they may have lost money as a result of their dealings with that firm to apply to the Scheme.

### **3. Authorised firms**

Dealing with a Financial Conduct Authority (FCA) or Prudential Regulation Authority (PRA) authorised firms gives consumers access to the Financial Ombudsman Service (FOS) and FSCS. Consumers can check that the firm they are dealing with is authorised by using the FCA's Financial Services Register found here:

<http://www.fca.org.uk/firms/systems-reporting/register>

### **4. Broadcast media**

An ISDN line is available if you are interested in arranging a radio interview with FSCS' CEO. Please get in touch with our public relations team [publicrelations@fscs.org.uk](mailto:publicrelations@fscs.org.uk) to arrange a suitable time and date.