



NOTE TO NEWSDESKS: 29 October 2004

FSCS protection extended from 31 October

From 31 October 2004 the protection provided by the Financial Services Compensation Scheme (FSCS) is being extended to include mortgage advice and arranging, and long-term care insurance products.

About the Financial Services Compensation Scheme

The Financial Services Compensation Scheme (FSCS) is the UK's statutory fund of last resort for customers of financial services firms. This means that FSCS can pay compensation to consumers if a financial services firm is unable, or likely to be unable, to pay claims against it. This will usually be because it is insolvent. FSCS is an independent body, set up by law. The service is free to consumers.

FSCS was set up under the terms of the Financial Services and Markets Act 2000 and became the UK's single financial services compensation scheme from 1 December 2001.

There are limits to the amounts of compensation the Scheme can pay. For mortgage claims, and for claims relating to advice and arranging of long-term care insurance products, the limit will be £48,000 (100% of the first £30,000 and 90% of the next £20,000).

For further information about FSCS consumers can visit: www.fscs.org.uk or phone our Customer Services Team on 020 7892 7300.

Where FSCS fits in

To carry out regulated financial business in the UK firms must be authorised by the FSA. Consumer help line: 0845 606 1234. www.fsa.gov.uk/consumer or email: consumerhelp@fsa.gov.uk

For complaints or claims against a firm that is still trading, contact the Financial Ombudsman Service: 0845 080 1800 www.financial-ombudsman.org.uk or email: complaint.info@financial-ombudsman.org.uk

For claims against an authorised firm that is insolvent or has 'disappeared' consumers should contact FSCS: 020 7892 7300 www.fscs.org.uk email: enquiries@fscs.org.uk

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