



**IMMEDIATE: 28.01.2013**

**MEDIA INFORMATION**

**Default declarations pave the way for consumers across the United Kingdom to claim compensation from FSCS**

Consumers may be entitled to compensation if they have lost money as a result of their dealings with failed insurance brokers the Financial Services Compensation Scheme (FSCS) has declared in default.

The FSCS is the UK's statutory compensation scheme for customers of regulated financial services firms. A declaration of default means the FSCS is satisfied the firms are unable to pay claims for compensation themselves. This paves the way for customers to apply to the FSCS for compensation. The FSCS does not charge individual consumers for using its service.

Mark Oakes, Head of Communications at the FSCS says, "The Financial Services Compensation Scheme is here to help consumers when authorised firms go bust. We have already started paying compensation in respect of these firms. However, anyone else who believes they may be owed money as a result of their dealings with one of these firms should contact our Initial Contact Team if they have not yet applied for compensation."

For claims relating to insurance advice or arranging, the FSCS can pay 90 per cent of the value of a claim with no upper limit per person per firm declared in default on or after 1 January 2010.

Since 2001, FSCS has protected more than 4.5m people and paid out £26bn in compensation when financial services firms went bust. It is independent and is funded by financial services firms.

The FSCS Initial Contact Team can be contacted on 0800 678 1100 or 020 7741 4100 or by email at [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk). Further information about the FSCS is available on its website at [www.fscs.org.uk](http://www.fscs.org.uk).

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## Declarations by FSCS

### EAST

**Winsover Howden (Insurance Brokers) Limited**, SUITE 7A WINSOVER CENTRE, WINSOVER ROAD, SPALDING, LINCOLNSHIRE, PE11 1EJ

**Castle Personal Insurance Brokers Limited**, 313 HIGH STREET, BERKHAMSTED HERTFORDSHIRE, HP4 1AL

### LONDON AND SOUTH EAST

**Global Home Protection Limited (Formerly t/as Weatherex Limited and Pearl XPS Limited)**, 20 MURDOCK ROAD, BICESTER, OXFORDSHIRE, OX26 4PP

**Investbuild Limited**, 278 WEYHILL ROAD, ANDOVER, HAMPSHIRE, SP10 3LS

**JSM (Bexhill) Limited Formerly Russell's Garage (Bexhill) Limited**, 47 LONDON ROAD, BEXHILLONSEA, EAST SUSSEX, TN39 3JZ

**Mercantile Financial Consultants Limited**, 1 LANCELOT PARADE, LANCELOT ROAD, WEMBLEY MIDDLESEX, HA0 2AJ

**Waters Retail Limited**, 1 LEA VALLEY ROAD, LEYTON, LONDON, E4 7PX

### MIDLANDS

**Camden Retail Limited**, 1 MARQUEE DRIVE, NORTHAMPTON, NORTHAMPTONSHIRE, NN3 9HY

**Grosvenor Mortgage and Finance**, RYKNILD HOUSE, BURNETT ROAD, SUTTON COLDFIELD, WEST MIDLANDS, B74 3EL

### NORTH WEST

**Sanderson, Law & Company (Life & Pensions) Limited**, FOUR LANE ENDS, 287 FLEETWOOD ROAD SOUTH, THORNTON-CLEVELEYS, LANCASHIRE, FY5 5EA

**Your Car Credit Limited**, UNIT 1 DEWHURST ROW, BAMBER BRIDGE, PRESTON, LANCASHIRE, PR5 4AY

## SOUTH WEST

**Equity Mortgage Finance Limited**, 5 HIGH STREET, GILLINGHAM, DORSET, SP8 4AN

## WALES

**C Jones-Evans & Son**, HOPE HOUSE, PWLLHELI, GWYNEDD, LL53 5RT

### **Notes to Editors:**

#### **1. About FSCS**

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation scheme for customers of authorised financial services firms. It protects investment business, deposits, home finance (mortgage) advice, general insurance and insurance broking. The FSCS can pay compensation for financial loss if a firm is unable, or likely to be unable, to pay claims against it. The 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 the 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.

The 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 an FSA authorised firm gives consumers access to the Financial Ombudsman Service (FOS) and the FSCS. Consumers can check that the firm they are dealing with is authorised by contacting the FSA's Consumer Helpline on 0845 606 1234.