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MEDIA INFORMATION

## **MPs call for insurers to do more to promote awareness of FSCS protection**

An overwhelming 87% of Britain's MPs believe insurance providers should do more to tell customers about the Financial Services Compensation Scheme (FSCS), according to the latest research by ComRes.

The poll reveals growing support for the Scheme with an increase to 85% in the number of MPs who believe that banks and building societies should be required to inform customers of FSCS when selling protected products (compared with 84% in 2013 and 79% in 2012). And, 81% of MPs said they see FSCS as vital to ensuring public confidence in financial services firms (from 77% in 2013 and 75% in 2012 respectively).

In addition, 88% of respondents believe that increased awareness of FSCS helps to improve consumer confidence in the financial services sector and increase stability, a rise from 78% in 2012 compared to 81% in 2013.

ComRes carried out the research for FSCS and asked parliamentarians a range of questions about the role of FSCS and their awareness of it. The research revealed strong support across all three main parties for the role of FSCS and the importance of firms promoting it to their customers.

Mark Neale, Chief Executive of FSCS, says:

“Our research shows a clear link between awareness of FSCS and increased consumer confidence. Over the last few years, banks and building societies have made progress in informing their customers about FSCS protection. We are grateful to them for their support but there is still some way to go.

“Other FSCS research shows that FSCS information in-branch and sent out by banks and building societies is helping to boost awareness of FSCS and supporting consumer confidence. So, it is important that MPs are so supportive of insurance providers informing their customers about FSCS protection as banks and building societies are already required to do.”

FSCS is free to consumers. It was set up by Government and protects customers if their bank, building society or credit union goes bust. Since 2001,

FSCS has helped more than 4.5m people and paid out more than £26bn in compensation. It covers the full range of financial services.

FSCS protects deposits, insurance, investments and mortgage broking.

## **Notes to Editors**

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

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation scheme for customers of authorised financial services firms. This means that FSCS can pay compensation if a firm is unable, or likely to be unable, to pay claims against it. FSCS is an independent body, set up under the Financial Services and Markets Act 2000 (FSMA), and funded by a levy on authorised financial services firms. FSCS does not charge individual consumers for using its service. For more information visit [www.fscs.org.uk](http://www.fscs.org.uk)

### **2. About the research**

ComRes interviewed 151 MPs online and by postal questionnaire between 24 January and 21 February 2014. Data was weighed by political party and region to be representative of the whole House of Commons.