



Dear third-party information provider,

Here's the next update from FSCS with the latest information you need to know.

Building relationships

We've been continuing to build strong relationships with firms across the financial services sector and exploring efficiencies to improve response times to FSCS information requests.

We've had success with bulk data gathering for larger cohorts of claims; encouraging quicker responses to customers with a care need or an aged claim; and ensuring we have up-to-date contact information for firms, so requests are sent to the right department first time.

We'll continue to collaborate with third parties in this way to improve customer journeys. We'd appreciate any feedback you may have for us in helping us shape these conversations.

FSCS consent forms (LOAs)

We've seen positive changes from several firms, who have reviewed their procedures and removed ones that ask for updated customer authorities during claim journeys. These changes have improved customer journeys and the efficiency of FSCS' processes.

We note that there are still some firms that refuse to comply with FSCS requests for information in some instances due to the time that has elapsed since the FSCS' Declaration and Consent was signed by the customer.

FSCS' Declaration and Consent endures until a claim is fully completed and beyond, as FSCS retains the rights of assignment to pursue any further losses that can be recovered. Claims can often take longer than the timescale applied by

an organisation, due to the complexity of claim or the crystallisation of the losses only becoming apparent further down the line. We therefore don't think it is reasonable to expect customers to re-sign a declaration that hasn't ceased to be in effect. These practices reduce efficiency in the claims process and creates additional effort for customers.

We urge organisations to remove this practice from their procedures or explain on what basis they believe they cannot accept these declarations.

We'd like to thank the organisations who have already taken steps to improve customer journeys by adopting a more customer focussed authority process for FSCS customers.

Responding to our requests

We want to ensure that we're working as efficiently as possible with you, and part of that is keeping unnecessary correspondence to a minimum, to benefit both you and us. If you're not able to send us all the information we've asked for in one go, making sure you tell us this can help prevent our handlers from chasing for information that you're already working on providing to us.

Also, if you know you can't provide certain pieces of information or documents we've requested, either because you don't hold it or because you're providing something else in its place, please ensure you state this explicitly in your response. It's not always clear in responses where an item has been missed in error, is to follow, or is not available. Making us aware of this helps us avoid making further enquiries.

If the response can't be provided within 10 working days, then we kindly ask that you inform us so we can manage customers or their representatives' expectations and avoid unnecessary chasing.

Yours sincerely

The Relationship Management Team

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