



Dear third-party information provider,

Through our recent engagement with a variety of information providers we've identified some key points and common themes that we'd like to work on together on for the benefit of our mutual customers. We'd also like to know from you if there are areas for improvement or discussion.

### **FSCS expectations on response times**

Where FSCS claims handlers ask for information, please act on our requests, and return the information promptly. This should be within the deadline set out in the request – often within 14 days.

We appreciate that there may be reasons for delayed responses, such as notional transfer value requests, which need complex calculations. If there's likely to be a delay to your response, please let us know within the 14-day period, so we can manage the customer's expectations.

Also, please inform us if you're unable to send us all the requested information. Include a timescale on when we should expect to receive what's missing, and if the information isn't available at all, please tell us why. This will ensure that we can manage customer expectations and resolve claims in the absence of information.

### **Inactive letters**

We've received feedback from some third parties about customer letters stating that we're making the claim 'inactive'. Our explanation of why this is happening isn't as clear as it could be.

Often, claims handlers say this is because a third party is not responding to information requests. But there are often factors outside of your control - you in turn may be waiting for information.

Where this occurs, please let us know the name of the firm that you're expecting information from, and when we can expect the information from you. We can then update the customer.

## Duplicated requests

We're aware that some third parties have been receiving duplicate information requests from both representatives and our claims handlers. We're also aware that there may be external factors outside of your control leading to delayed responses. This means you're likely to be receiving chaser letters from both FSCS and representatives.

Where this occurs, please speak to an individual case handler. If there are systemic issues with our case handling, please contact the FSCS Relationship Team at [relationshipteam@fscs.org.uk](mailto:relationshipteam@fscs.org.uk).

If you're experiencing issues with a particular representative, please contact them directly to reach a solution.

Please also note that there are occasions when FSCS may ask for information again. This is usually because the information already held has become out of date, hence the need for updated information.

## How third parties should send FSCS data

We've also received queries from some third parties asking whether they should send us the data piecemeal or collated and sent in one batch.

We prefer it if you're able to collate information and send it to us in one batch. However, we appreciate that you may be waiting for information from other teams and external parties, which can cause delays. Where this occurs, please send information to us as and when you can. Please also let us know what additional information you are due to send, or what you don't think you can send and why.

When responding to requests, please provide us with a timescale on when we can expect any outstanding information. This ensures the efficient progression of claims and the management of customers' expectations.

We hope you've found this newsletter useful.

Yours sincerely

The Relationship Management Team

Financial Services Compensation Scheme

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