



Dear Representatives,

Evidence Requirements for Applications

It's important that Representatives only submit claims to FSCS once sufficient steps have been taken to investigate and substantiate the existence and merits of each element of a potential claim **and once all relevant supporting evidence has been obtained**. We wish to remind you that uploading blank documents in place of actual evidence should be avoided as this causes unnecessary delays.

Information on evidence requirements for claim types can be found [here](#). For Pension and Investment claims, providing FSCS with an up-to-date transaction history and valuation improves handling efficiencies. You'll see from our claim timescales that these products have the longest claim journey time to reach a decision, so we ask that customers and Representatives support FSCS by providing as much evidence as possible.

Letters of Authority (LOAs)

We've seen an increase in representatives contacting FSCS asking for updates, or requesting to reopen a customer's claim, often a considerable time after the claim has been closed. When a claim has been closed or inactive for 6 months or more, FSCS will require an updated LOA. Please update your processes to meet this requirement, as not having a valid LOA causes unnecessary delays in our ability to provide a response.

We're also concerned about a recent increase in LOAs being submitted on claims where the customer has an existing Representative. You're reminded that substantive due diligence should be completed, and that Representatives should comply with their regulator's standards and FSCS [Terms of Engagement](#) to ensure customers are not penalised in scenarios where they're already represented or have an existing claim.

Claim Timescales

Representatives should continue to manage customer expectations using the average timescales published on our website. Please be advised that claims are sitting in some statuses for longer than usual due to an increase in claim volumes in some areas.

You may see Pension claims requiring additional information once they reach Completing Calculation stage. As such, you may see claims moving from Completing Calculation or Claim in Progress to Evidence Required. This is because we require updated valuations under FCA rules PS22/13 each quarter for quantification purposes.

Information 'times out' on Pension claims more quickly than other types of claim. Where there are multiple providers involved, there is a greater chance that you will see further information requests needed.

We continue to prioritise claims where there is an identified priority or care need in the first instance, and then in age order wherever possible. You should use the portal to check the status of your claim and avoid contacting FSCS unless absolutely necessary. Responding to update requests takes handlers away from working claims and causes further delays.

Signing the Application

FSCS applications can be signed one of two ways: Digitally via DocuSign or manually by sending the claim summary to the customer so they can manually sign it and return it to you to **for uploading through our portal**. FSCS does not accept other digitally signed application forms. If we identify applications that don't meet these requirements you will be asked to **provide a new application form**, which causes unnecessary delays to customers. More helpful information on using our claims service can be found [here](#) (pdf 0.7MB).

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

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