



Dear Representatives,

Update on Section 27 casework

FSCS has now paid over £5.3m in compensation to customers on claims involving S.27.

We're continuing to work through S.27 claims involving the unauthorised firms Avacade Ltd, TPS Land, SJ Stone and Jackson Francis. We're also now reviewing Group First.

Please continue to use the Online Claims Service to update your customers. We appreciate your cooperation by not contacting us for updates unless you need to raise an urgent matter.

We'll provide a final S.27 update through this newsletter in February 2025.

SVS

We're continuing to assess the wider group of SVS stockbroking claims and issue further claim decisions. We've recently assigned more staff to work on SVS, so many customers will see changes in their claim's status in the online portal during this next phase of data preparation between now and Christmas.

Following this, claims assessment will continue through into the early part of next year, so customers shouldn't worry if their claim's status in the portal doesn't move for a while at the start of 2025.

Customers don't need to contact us at this stage regarding their claim as we will be in touch if we need additional information.

We'll provide another update in March 2025 on the SVS Securities failed firm

page.

Festive opening hours

Over the festive period FSCS' Contact Centre will be closed on:

- Tuesday 24th December 2024 from 12:30pm
- Wednesday 25th and Thursday 26th December 2024
- Wednesday 1st January 2025

You'll still be able to access our Online Claims Service over this period and we'll be open from 9-5 on the remaining working days in December. If these hours change for any reason, we will communicate this.

Customer care

We're committed to continually improving the service we provide to our customers, and we want to make it as easy as possible for everyone to make a claim. Part of this is making sure we can offer the most appropriate help to any of our customers that are vulnerable. More information can be found [here](#).

Once we've been told about a care need, we'll apply the most relevant adjustment. This doesn't always mean prioritisation, but we'll do what's right for each customer's individual circumstances.

It's important that you make us aware of your customers' care needs at the earliest possible opportunity – ideally as part of the initial application. This will help us identify how we can adapt our service or prioritise individual claims.

Our claims handlers may contact you to query a customer care or prioritisation request if we need more information. You should ensure the following is provided when making us aware of a customer care need:

- Specific details about the customer's circumstances
- What you would like us to do to support and how that action assists the customer.

This information is important as we need to make careful decisions regarding prioritisation - if we prioritise a high volume of customers, it means those customers who really need us won't get our help as quickly.

We reminded representatives in our [August 2023 newsletter](#) that it's important that these processes are used responsibly, and that the information provided is accurate.

Online Portal housekeeping

Representatives should regularly review their portal account users and ensure those who no longer require access or leavers are removed/disabled.

We also recommend that, where the lead admin user changes, the admin access is transferred to someone else to avoid issues in accessing and managing the portal.

It's also important that if your business names changes, requiring for example a change to the email domains, that FSCS is made aware so that we can amend the details on the claims portal.

Taking these actions will help keep the portal working efficiently for representatives in order to manage their customers' claims.

Regards,

The Relationship Management Team

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