

## Welcome to the latest update from FSCS. We've updates on claims processing times and enhancements to the online claims service.

### Pensions claims update

As many of you will know, we've seen a big increase in the volume of pension claims. As a result, the average time to issue a decision to 8 out of 10 customers has increased from 7 months to 10 months, and we're working as quickly as to reduce this.

We're looking for ways to work these claims more efficiently to ensure that we can bring these timescales down for our customers. You may notice activity on claims in bulk, by default organisation for example. As always, can you ensure that you respond to all data gathering requests as soon as possible to help us keep moving claims forward.

Please visit our [timescales page](#) to check the updated timescales for all claim types.

### Digital signatures are on the way to FSCS

From 1 December, we'll be offering digital signatures as an alternative to traditional handwritten signatures on application forms. This should make our service easier for customers to use, particularly given recent Covid-19 restrictions.

To learn more about how these changes will affect your claims, please visit the [digital signatures page](#).

Thank you in advance for your cooperation as we strive to better serve our customers.

### Check a firm's default status before you submit a claim

If you are claiming against a firm that we have recently investigated and found to be able to deal with customers (i.e. not in default), you'll be told this at the start of your online application. The message will look similar to the one shown here:

**Sorry, you can't apply for compensation**

We recently investigated the firm and decided it, or a related firm, was **in a position** to deal with claims.

The firm is in a 'solvent' liquidation. This means that it has funds available to deal with claims against it. If you want to pursue the matter, these are the liquidator's contact details, and you should contact them as soon as you can:

Call: 011-121313 Email: [help@fscs.org.uk](mailto:help@fscs.org.uk)

If our decision on this firm changes and you'd like to be informed so that you can consider making a claim, please enter your contact details.

**STREAMS FINANCIAL SERVICES LTD**

Product: General Insurance

Advice Date: 01/03/2020

Policy Start Date: 18/12/2002

If you need any assistance please [contact us](#)

**ENTER YOUR CONTACT DETAILS**

This simple change should save you the effort and time of completing the full application. When you enter the firm's name, you will be told up front if they are ineligible for protection, and why. If you wish, you can leave your details for updates on the firm, should its status change in the future.

This is just one of many improvements we're rolling out to make it easier for CMCs, solicitors, and representatives to work with us.

Thanks,

The FSCS team