



Hello,

welcome to a short update regarding Welcome Finance PPI claims and the SAR request mailbox.

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## Welcome Finance

The way that you send us Welcome claims currently via the spread-sheet format **will not change**.

We will still tell you if a claim has already been made and, like the current process, duplicate claims will not progress.

However, from 2 Dec, for claims that can be made on behalf of the end customer, you'll be notified and asked to make these online via the claim service.

We will continue to notify you of any duplicate claims, or if any claims can be made online for these type of claims, and against this firm only.

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## SAR request mailbox

This is to let you know that we have been receiving SAR requests via multiple channels. Please see the link below that provides the correct way to request a SAR.

Please only use this channel in future: <https://www.fscs.org.uk/data-protection-statement/subject-access-request-form/>

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Thanks,

The FSCS team