

Financial Services Compensation Scheme

How to get money back if a group like a bank, building society or insurance company owes you money and cannot pay you it



We may be able to give you some money back

Easy read



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About us



We are called the **Financial Services Compensation Scheme.**

We help people who are owed money by



- banks
- building societies
- credit unions. They lend people money and look after people's money



- insurance companies. They are groups you pay money to in case something goes wrong. For example, with your home or your health. They pay you money back if something happens



- people who give advice about mortgages. A mortgage is money to help you buy a home



- investment groups. These are groups you pay money to in the hope you will get more money back over time.

How we can help

We can help if



- a group like this owes you money



- the group has closed down and **cannot** give you your money back



We **may** be able to give you some money back.



Our service is **free** to use.

Some examples of when groups like this may owe you money



- If you paid money into a bank or building society account but the bank or building society has closed down.



- If you paid for some insurance but the insurance company has closed down and owes you money.



Some examples of insurance are car insurance, travel insurance and home insurance.



- If you were told to buy the wrong thing and you lost money because of it.

For example, if you were told to buy a mortgage or insurance that was not right for you.

- If a group told you to put some money into an **investment** that was not right for you so you lost money.



An investment is when you pay some money to a group to look after.



You hope to make money by doing this.

This means you hope that after a bit of time you will get more money back than you put in.



We **may** be able to give you some money back or help you in another way.



You **can** ask us for help if both of these things are happening.



1. The group you paid money to **cannot** pay you the money themselves.



For example, if they have closed down and do not have any money left to pay you.



You can check on this website to see if the group has stopped working and cannot pay any money back.

Type the name of the group into the search box on this website to find out.

<http://www.fscs.org.uk/what-we-cover/search-for-companies-in-default/>



2. The group that owes you money is on a list called the **FSA register**.

This is a list of groups like banks, building societies and insurance companies.



They are checked by a group called the **FSA** to make sure they work in a good way.

You can check if the group that owes you money is on this list.



Go to this website. Then type the name of the group into the **Firm Name** box

<http://www.fsa.gov.uk/register/firmSearchForm.do>



If you are not sure, ask us. You can find out how to get in touch with us on page 11.

We **cannot** help if



- ✘ You lost money because of a wrong decision you made and it was not the group's fault.



- ✘ The group is still working and in business.

You should go to them first to ask for your money back.



- ✘ The group has stopped working but still has enough money to pay you back.

You should ask them for the money back first.

We can tell you how to get in touch with them if you are not sure how to.



If the group says they cannot pay you, you can ask us for help.

If we find they have got enough money to pay you back, we will tell you what to do next.



✗ Sometimes we cannot help if you gave the group your money before a certain date.

We will tell you if this happens.



If you are not sure, ask us. You can find out how to get in touch with us on page 11.



You can also ask a group in your local area called the **Citizens Advice Bureau** for help.

How to ask us for some money back



When you ask us if we can give you some money back it is called **making a claim**.

1. Get in touch with us as soon as possible

Tell us

- your full name and address
- the full name of the company
- a bit about what happened.



Write to us at

Financial Services Compensation Scheme
7th floor, Lloyds Chambers
1 Portsoken Street
London E1 8BN



Phone us on

0800 678 1100 or 0207 741 4100



Email us at

enquiries@fscs.org.uk.



2. We may send you some forms to fill in

Please tell us as much information as you can.

We will tell you if you do not need to fill in any forms.



3. We will look at the information you send us

We will decide if we can pay you some money or not.



4. We will write you a letter to tell you what we decide

We will do this as soon as we can.

If you need your money back very quickly, please tell us.