

# Uploading a Single Customer View file via SFTP

Version 1.0

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## **Introduction**

As part of the Financial Services Compensation Scheme (FSCS) Faster Payout project, deposit takers are required to send a sample Single Customer View (SCV) file to Experian.

This document is a guide for deposit takers who have elected to send their SCV file via SFTP (Secure File Transfer Protocol).

This document will walk you through all of the steps needed to transfer your file.

## **Assumptions**

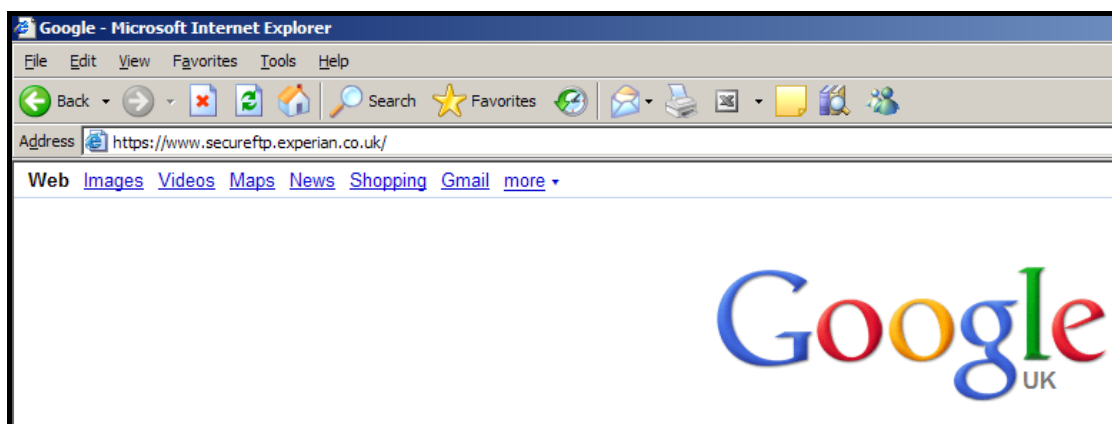
This document is written with the following assumptions;

- The sample SCV file has already been produced
- The Sample SCV file is saved in a location that the operator can access

## Step 1 – Open Experian SFTP

Experian's SFTP site is accessed through any internet browser (e.g. MS Internet Explorer). Simply enter the following website address into the address bar

<https://www.secureftp.experian.co.uk/>



## Step 2 – Security Alert

Depending upon your browser security settings you may see the following message.



You must click "Yes" in order to continue.

## Step 3 – Login

The next popup will ask you to enter your username and password.



These details will have been sent out previously from Experian in 2 separate emails (1 containing your username, 1 containing your password). The emails would have had a subject line of “SFTP User credentials for FSCS SCV file”

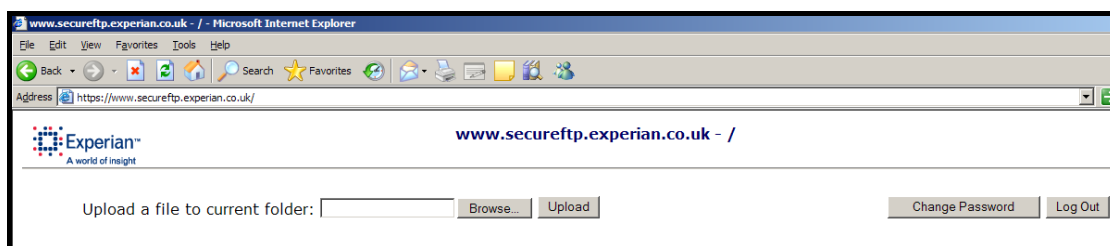
Both the Username and Password are case sensitive and should be entered exactly as they appear in the emails.

Do not tick the “Remember my password”

Click the “OK” button.

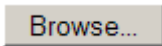
## Step 4 – SFTP Page

The next screen you see will be a page inside the Experian SFTP site, the page will be mostly white space, with a header that looks like the screen shot below.

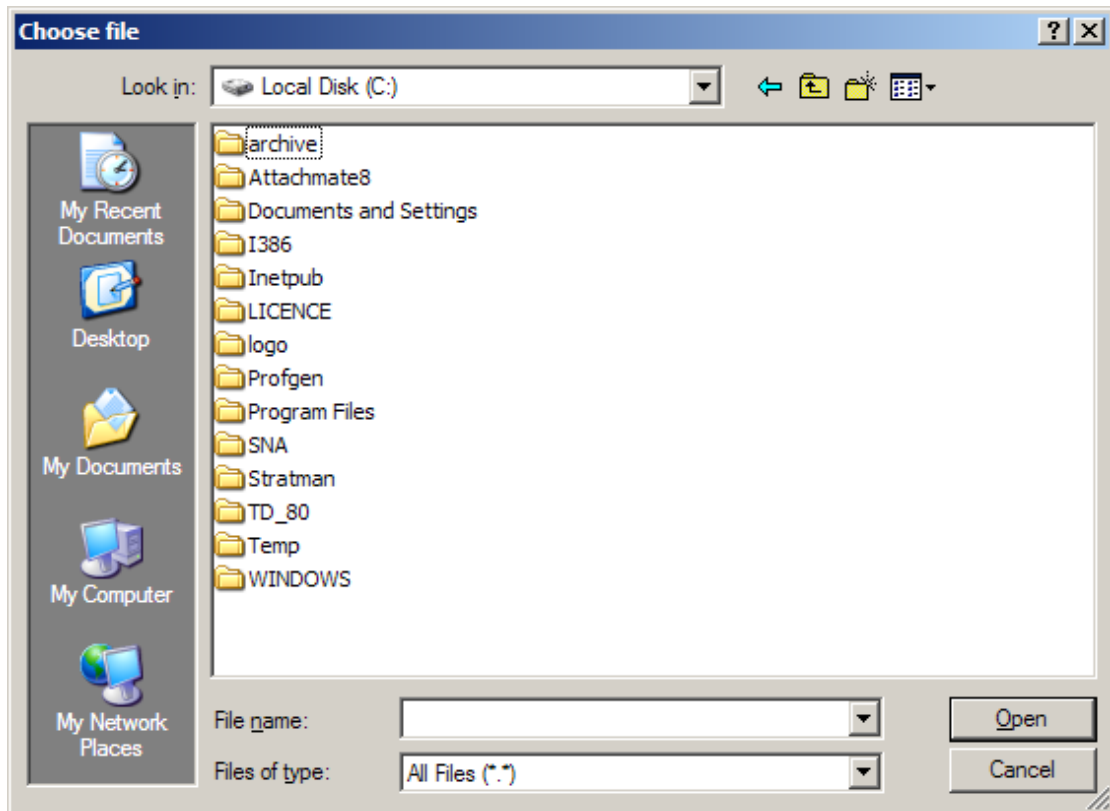


## Step 5 – Select your SCV file

Now you have to select the SCV file you want to upload, to do this click the “Browse...” button

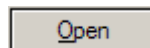


This will bring up a standard file open window



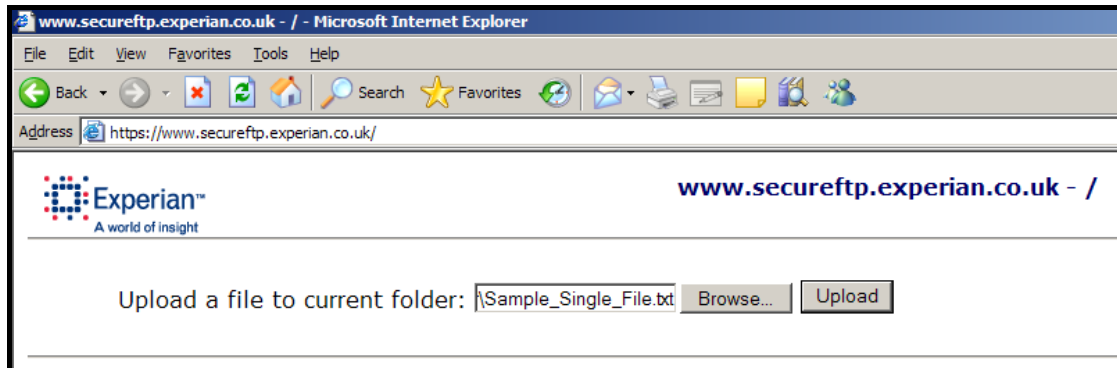
Navigate to the location of your SCV file

Click on the file to highlight it and click the open button



## Step 6 – Upload

You should now see the full path of your SCV file displayed in the box next to the browse button



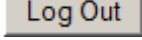
Now click the “Upload” button 

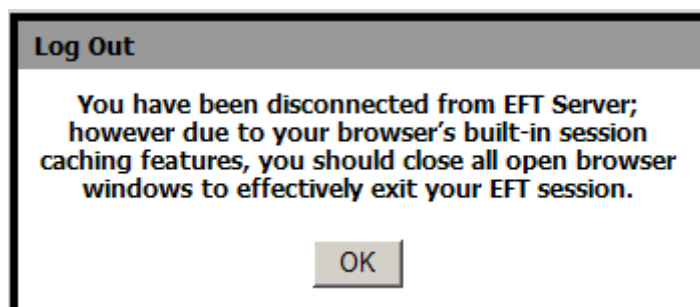
This will upload the selected file to the SFTP site.

NB

- Your file will be moved immediately to the Experian processing area, please do not click the “Upload” button more than once.
- If your SCV file is split across multiple files, repeat step 6 as needed to upload all the individual files. If you have previously used compression software (e.g. WinZip) to group several files together then just upload the compressed file.

## Step 7 – Log Out

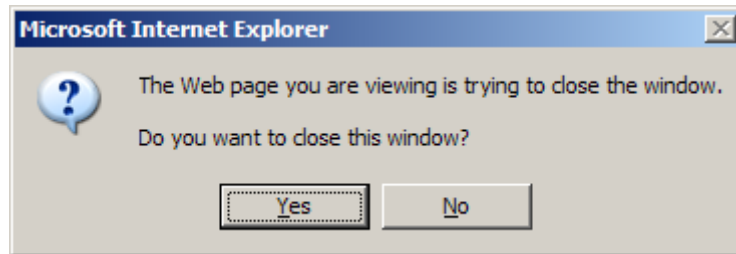
Now that your file is uploaded click the “Log Out” button   
You will see the notification below



This is simply a notification to show you have been disconnected from the SFTP site.

## Step 8 – Close Browser

Our SFTP site will then prompt you to close you browser window.



We recommend that you click “Yes” to this question, this will close down the internet browser

## Step 7 – Notification

Once your file is uploaded an automated email will be sent out confirming the receipt of your file.

## Contact Us

If you are having difficulty with any of the steps above, please contact our FSCS Verification team on

Email – [FSCSVerification@uk.experian.com](mailto:FSCSVerification@uk.experian.com)  
Telephone - 0844 481 5801