



Dear Representatives,

Update on Section 27 casework

FSCS has now paid more than £11.3m 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, Jackson Francis, Return on Capital Group and 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 come back to you again when we have further key updates.

Claim timescales

Representatives should continue to manage customer expectations using the average timescales published on our website. Please note that claims may be in some statuses for longer than usual due to an increase in claim volumes in some areas.

We continue to prioritise claims where there is an identified priority or care need in the first instance, and then in age order wherever possible. You should use the Online Claims Service to check the status of your claim and avoid contacting FSCS unless absolutely necessary. Responding to update requests takes handlers away from working claims and causes further delays.

Using the correct email addresses

It's important that customer representatives use only the correct email address

when contacting FSCS.

Using the incorrect email address, or copying in multiple email addresses, may cause a delay to the claim.

As a reminder:

- For general queries about FSCS, you should contact enquiries@fscs.org.uk.
- For claim-specific queries, or to provide further information on a claim, you should contact claims@fscs.org.uk.
- If you would like to appeal a decision you've received, this should be sent to appeals@fscs.org.uk.
- If you are unhappy with the service you've received from us, a complaint can be made to complaints@fscs.org.uk.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU

0800 678 1100

[Unsubscribe](#)