

Chapter 1

Introduction and Overview

1.3 Claimants

1.3.1 **G** The *FSCS* provides information to claimants and potential claimants about the way the *FSCS* works and the procedures that need to be followed when making a *claim*. The *FSCS* can be contacted at Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU, or by telephone or fax (Tel: 0800 678 1100 or Fax: 020 7741 4100).

1.3.2 **G** Information about the operation of the *FSCS* and how to claim is also available from the *FSCS* website (www.fscs.org.uk).

1.3.3 **G** **Areas of particular interest to claimants (see COMP 1.1.3G).**

This Table belongs to ■ COMP 1.1.3 G.

Q1	What do I need to do in order to receive compensation?		
A1	In order to receive compensation:		
	(-1)	If your claim is for a deposit or under a contract of insurance, see the <i>PRA's</i> Depositor Protection or Policyholder Protection rules;	
	(1)	you must be an <i>eligible claimant</i> ;	COMP 4.2
	(2)	you must have a <i>protected claim</i> ;	COMP 5.2
	(3)	you must be claiming against a <i>relevant person</i> or a <i>successor</i> ;	COMP 6.2.1 R
	(4)	where the <i>claim</i> is against a <i>relevant person</i> , the <i>relevant person</i> must be <i>default</i> ; or where the <i>claim</i> is against a <i>successor</i> , the <i>successor</i> must be <i>in default</i> .	COMP 6.3; COMP 6.3A
	In addition, if the <i>FSCS</i> requires you to do so, you must assign your legal rights in the claim to the <i>FSCS</i> .		COMP 7.2
	And you must bring your claim to the <i>FSCS</i> within a set time (normally within six years of the date on which your claim against the <i>relevant person</i> occurred).		COMP 8.2.3 R - COMP 8.2.5 R
	It is possible, in certain circumstances, for someone else to make a <i>claim</i> on your behalf.		COMP 3.2.2 R
Q2	How much compensation will I be offered?		
	This depends on whether your <i>protected claim</i>		

A2	is:	
	(1)	[deleted]
	(2)	[deleted]
	(3)	a <i>claim</i> in connection with <i>protected investment business</i> ; or COMP 5.5
	(4)	a <i>claim</i> in connection with <i>protected home finance mediation</i> ; or COMP 5.6
	(5)	a <i>claim</i> in connection with <i>protected non-investment insurance distribution</i> ; or COMP 5.7
	(6)	a <i>claim</i> in connection with <i>protected debt management business</i> ; or COMP 5.8
	(7)	a <i>claim</i> in connection with <i>protected funeral plan business</i> . COMP 5.9
	Different limits apply to different types of <i>claim</i> . COMP 10.2.3 R	
Q3	How will the FSCS calculate the compensation that is offered to me?	
A3	Again, this will depend on whether your <i>protected claim</i> is:	
	(1)	[deleted]
	(2)	[deleted]
	(3)	a <i>claim</i> in connection with <i>protected investment business</i> ; or COMP 12.2.1 R, COMP 12.3.5 R and COMP 12.4.2 R
	(4)	a <i>claim</i> in connection with <i>protected home finance mediation</i> ; or COMP 12.4.17 R
	(5)	a <i>claim</i> in connection with <i>protected non-investment insurance distribution</i> ; or COMP 12.4.20 R
	(6)	a <i>claim</i> in connection with <i>protected debt management business</i> ; or COMP 12.4.21AR
	(7)	a <i>claim</i> in connection with <i>protected funeral plan business</i> . COMP 12.4.21BR
	Certain types of <i>protected investment business claim</i> require the <i>FSCS</i> to use a particular method of calculation. COMP 12.4.5 R	
Q4	[deleted]	