

The Purpose of the FAQ document is to provide a Self- Serve for the most frequently asked questions that we receive. It is **not** for specific society and product queries.

We are aware the response time in Heat is not ideal and this is partly due to the volume of queries received in Heat. We have identified that 50% of the most asked questions can be answered by self-serve before logging a Heat Call. We have populated the FAQ Comments column to give a steer where we can as a Federal Services Team and directions to next steps you can follow where we don't have a one size fits all answer. Directions to website content where the corresponding detail can be found is provided too.

Some queries will still require you to log them in Heat, this is mainly where the Buyer is the owner and starting point of a data query. We are aware this causes some frustration and have provided up to date structure charts in the "Contacts" folder on the website, here you will find Buying contacts when you require an escalation after logging in Heat. You do not have to come through Federal Services for this.

Federal Services are of course happy to support where we can, as we are a very small team, we are trying to be smarter in our service by providing answers upfront and other routes for query resolution in this document.

This FAQ document is the first draft. Not all societies responded to a request for information so if you feel you have a common problem please do feed in the initial FAQ template that was issued and we will add to the master FAQ's for the benefit of everyone. We expect this to be a work in progress and are keen for feedback as we work towards continuous improvement.