

Chapter 2

Arch cru Consumer Redress Scheme

2.7 Supervision and delegation of
scheme process by firms

- 2.7.1

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A *firm* must ensure that the steps required by this chapter are undertaken or supervised by the individual appointed by the *firm* under ■ DISP 1.3.7 R where that *rule* applies. In any other case, those steps must be taken or supervised by a person of appropriate experience and seniority.
- 2.7.2

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(1) Any *firm* intending to outsource any of the obligations imposed on it under this chapter should have due regard to the *rules* and *guidance* on outsourcing which are applicable to it, notably in SYSC.

(2) A *firm* which outsources any of the obligations imposed on it under this chapter in respect of communications with *consumers* should ensure that those communications are clear as to the identity of the *firm*.