

Chapter 2

Arch cru Consumer Redress Scheme

2.9 Consumer redress scheme: information requirements

Requests for information by the FCA

2.9.1

R

In relation to any matter concerning or related to the consumer redress scheme created by this chapter, section 165 (Regulator's power to require information: authorised persons etc) of the *Act* and any provision of Part 11 (Information Gathering and Investigations) of the *Act* which relates to that section, apply to any *firm* (or person in ■ CONRED 2.1.2 R) which is not an *authorised person* as if it were an *authorised person*.

Reporting requirement: by 9 December 2013

2.9.2

R

A *firm* must, by 9 December 2013, a *firm* must report to the FCA, by email to archcruereview@fca.org.uk or (if the email is encrypted) archcruereviewpgp@fca.org.uk , the following information:

- (1) the total number of opted-in scheme cases (cases falling within ■ CONRED 2.5.1 R);
- (2) the total number of completed templates;
- (3) the total number of incomplete templates, with an explanation as to why the templates have not been completed;
- (4) the total number of redress cases;
- (5) the total number of *redress determinations* sent to *consumers*;
- (6) the total number of *consumers* that have been paid redress to date;
- (7) the total amount of redress paid to date; and
- (8) the total amount of redress unpaid to date.

[**Note:** for details of how to obtain an encryption key see guidance above at ■ CONRED 2.3.2 G]