

**DISPUTE RESOLUTION: COMPLAINTS (PAYMENT PROTECTION
INSURANCE) (AMENDMENT No 1) INSTRUMENT 2017**

Powers exercised

- A. The Financial Conduct Authority makes this instrument in the exercise of the following power and related provisions in the Financial Services and Markets Act 2000 ('the Act'):
- (1) section 139A (Power of the FCA to give guidance).

Commencement

- B. This instrument comes into force on 2 March 2017.

Amendments to the Handbook

- C. The Dispute Resolution: Complaints sourcebook (DISP) is amended in accordance with the Annex to this instrument.

Citation

- D. This instrument may be cited as the Dispute Resolution: Complaints (Payment Protection Insurance) (Amendment No 1) Instrument 2017.

By order of the Board
1 March 2017

Annex

Amendments to the Dispute Resolution: Complaints sourcebook (DISP)

In this Annex, striking through indicates deleted text.

Appendix 3 Handling Payment Protection Insurance complaints

App 3.1 Introduction

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3.1.5 G In this appendix:

- (1) “historic interest” means the interest the complainant paid to the *firm* because a ~~single premium~~ *payment protection contract* was added to a loan or credit product;

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