

**EXITING THE EUROPEAN UNION: DISPUTE RESOLUTION: COMPLAINTS  
(AMENDMENTS) INSTRUMENT 2019**

**Powers exercised by the Financial Ombudsman Service**

A. The Financial Ombudsman Service Limited:

- (1) makes and amends the rules for the voluntary jurisdiction;
- (2) fixes and varies the standard terms for voluntary jurisdiction participants;

as set out in the Annex to this instrument in the exercise of the following powers and related provisions in the Financial Services and Markets Act 2000:

- (a) section 227 (Voluntary jurisdiction);
- (b) paragraph 8 (Information, advice and guidance) of Schedule 17;
- (c) paragraph 18 (Terms of reference to the scheme) of Schedule 17; and
- (d) paragraph 20 (Voluntary jurisdiction rules: procedure) of Schedule 17.

B. The making and amendment of the rules for the voluntary jurisdiction and fixing and variation of the standard terms by the Financial Ombudsman Service Limited is subject to the approval of the Financial Conduct Authority.

**Approval by the Financial Conduct Authority**

C. The Financial Conduct Authority approves the making and amendment of the rules for the voluntary jurisdiction and approves the fixing and variation of the standard terms by the Financial Ombudsman Service Limited.

**Commencement**

D. This instrument comes into force on exit day as defined in the European Union (Withdrawal) Act 2018, immediately after the changes made by Part 2 of Annex B of the Exiting the European Union: Fees and Dispute Resolution: Complaints (Amendments) Instrument 2019 come into force.

**Amendments to the Handbook**

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

**Citation**

F. This instrument may be cited as the Exiting the European Union: Dispute Resolution: Complaints (Amendments) Instrument 2019.

By order of the Board of the Financial Conduct Authority  
24 October 2019

By order of the Board of the Financial Ombudsman Service Limited  
30 October 2019

## Annex

### Amendments to the Dispute Resolution: Complaints sourcebook (DISP)

In this Annex, underlining indicates new text and striking through indicates deleted text.

## 2 Jurisdiction of the Financial Ombudsman Service

...

### 2.5 To which activities does the Voluntary Jurisdiction apply?

2.5.1 R The *Ombudsman* can consider a *complaint* under the *Voluntary Jurisdiction* if:

...

(2) it relates to an act or omission by a *VJ participant* in carrying on one or more of the following activities:

...

(c) activities, other than *regulated claims management activities* and activities ancillary to *regulated claims management activities*, which (~~at 1 April 2019~~ on exit day) would be covered by the *Compulsory Jurisdiction*, if they were carried on from an establishment in the *United Kingdom* (these activities are listed in *DISP 2 Annex 1G*);

...

## 2 Regulated Activities for the Voluntary Jurisdiction ~~at 1 April 2019~~ on exit day Annex 1G

...

The activities which were covered by the *Compulsory Jurisdiction* (~~at 1 April 2019~~ on exit day) were:

...

The activities which (~~at 1 April 2019~~ on exit day) were *regulated activities* were, in accordance with section 22 of the *Act* (Regulated Activities), any of the following activities specified in Part II and Parts 3A and 3B of the *Regulated Activities Order* (with the addition of *administering a benchmark*):

...