

Chapter 2

Arch cru Consumer Redress Scheme

2.10 Record-keeping requirements

2.10.1

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- (1) A *firm* must keep the following records:
 - (a) the certificate of posting for each letter sent in accordance with this chapter;
 - (b) a copy of each letter sent in accordance with this chapter;
 - (c) a record of any attempts to contact the *consumer*, or obtain further information, in accordance with ■ CONRED 2.5.7R (2)(b) or ■ (c);
 - (d) the completed template (■ CONRED 2 Annex 12 R) for each opted-in scheme case; and
 - (e) all information on the *consumer* file and any information received from a *consumer*.
- (2) A *firm* must keep the records required by (1) for a minimum of five years from the date of their creation or (for the records in (1)(e)) the date when the information is located on the *consumer* file or obtained.