

Chapter 4

British Steel Consumer Redress Scheme

4.9 Record-keeping requirements

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- (1) A *firm* must keep the following records:
 - (a) evidence 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*, contact any other relevant *firm*, or obtain further information, in accordance with ■ CONRED 4.3.5R, ■ CONRED 4.3.14R(1)(c) or (d) and ■ CONRED 4.4.14R;
 - (d) a copy of the Excel Spreadsheet containing the completed BSPS DBAAT or FCA DBAAT for each scheme case;
 - (e) a record of the redress calculation performed by the BSPS calculator in Excel Spreadsheet format; and
 - (f) all information on the *consumer* file and any information received from the *consumer*.
- (2) A *firm* must keep the records required by (1) for a minimum of 5 years from the date of their creation or (for the records in (1)(f)) the date when the information was included in the *consumer* file or obtained.