

Consumer Redress Schemes sourcebook

Schedule 1 Record keeping requirements

Sch 1.1 G

- | | |
|---|---|
| 1 | The aim of the <i>guidance</i> in the following table is to give the reader a quick overall view of the relevant record-keeping requirements. |
| 2 | It is not a complete statement of those requirements and should not be relied on as if it were. |

Sch 1.2 G

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
CONRED 2.10.1R(1)(a)	Arch cru consumer redress scheme	Certificate of posting for each letter sent	When letter sent	Five years
CONRED 2.10.1R(1)(b)	Arch cru consumer redress scheme	Copy of each letter sent	When letter sent	Five years
CONRED 2.10.1R(1)(c)	Arch cru consumer redress scheme	Record of attempts to contact consumer or obtain further information	When attempts made	Five years
CONRED 2.10.1R(1)(d)	Arch cru consumer redress scheme	Completed template for each opted-in scheme case	When template completed	Five years
CONRED 2.10.1R(1)(e)	Arch cru consumer redress scheme	All information on the consumer file and information received from the consumer	When located on consumer file or obtained	Five years

Sch 1.3 G

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
CONRED 4.9.1R(1)(a)	BSPS consumer redress scheme	Evidence of posting for each letter sent	When letter sent	5 years
CONRED 4.9.1R(1)(b)	BSPS consumer redress scheme	Copy of each letter sent	When letter sent	5 years

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
CONRED 4.9.1R(1)(c)	BSPS consumer redress scheme	Record of attempts to contact <i>consumer</i> , any other relevant <i>firm</i> or obtain further information	When attempts made	5 years
CONRED 4.9.1R(1)(d)	BSPS consumer redress scheme	A copy of the Excel spreadsheet containing a completed BSPS DBAAT or FCA DBAAT for each scheme case	When BSPS DBAAT completed	5 years
CONRED 4.9.1R(1)(e)	BSPS consumer redress scheme	A record of the redress calculation performed by the BSPS calculator in Excel Spreadsheet format	When the redress calculation carried out	5 years
CONRED 4.9.1R(1)(f)	BSPS consumer redress scheme	Information on the <i>consumer</i> file and information received from the <i>consumer</i>	When located on <i>consumer</i> file or obtained	5 years