

Appendix 3

Handling Payment Protection Insurance complaints

3.8 Other appropriate redress at steps 1 and 2

Step 1

App3.8.1 **E** The remedies in ■ DISP App 3.7 are not exhaustive.

App3.8.2 **E** When applying a remedy other than those set out in ■ DISP App 3.7, the *firm* should satisfy itself that the remedy is appropriate to the matter complained of and is appropriate and fair in the individual circumstances.

Step 2

App3.8.3 **E** The remedies in ■ DISP App 3.7A are not exhaustive.

App3.8.4 **E** A *firm* should depart from the remedies set out in ■ DISP App 3.7A if there are factors in a particular *complaint* which require a different amount or form of redress in order to remedy the unfairness found.