

Chapter 2

Interpreting the Handbook



2.1

Introduction

Application

- 2.1.1

G

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- 2.1.2

R

This chapter applies to every *person* to whom any provision in the *Handbook* applies. In relation to a provision other than a *rule*, the *rules* in this chapter apply as if they were part of that provision.
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P

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- 2.1.4

E

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D

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- 2.1.7

R

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- 2.1.8

R

This chapter applies to all provisions made by *FOS Ltd*.
- 2.1.9

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The effect of ■ GEN 2.1.8 R is that this chapter applies with respect to those provisions in ■ DISP 2 (Jurisdiction of the Financial Ombudsman Service), ■ DISP 3 (Complaint handling procedures of the Financial Ombudsman Service), ■ DISP 4 (Standard terms) and ■ FEES 5 (Financial Ombudsman Service Funding) made by *FOS Ltd*.

The Reader's Guide

- 2.1.10

G

The Reader's Guide supplements this chapter. It provides an introduction to the structure and contents of the *Handbook* and its related materials, explaining how the different modules fit together and how to interpret and use the *Handbook*.