

General Provisions

Chapter 2

Interpreting the Handbook

2.1 Introduction

Application

- 2.1.1 **G** [deleted]
- 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.
- 2.1.3 **P** [deleted]
- 2.1.4 **E** [deleted]
- 2.1.5 **D** [deleted]
- 2.1.6 **G** [deleted]
- 2.1.7 **R** [deleted]
- 2.1.8 **R** This chapter applies to all provisions made by *FOS Ltd*.
- 2.1.9 **G** 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*.