

**SUPERVISION MANUAL (MYSTERY SHOPPING) INSTRUMENT 2005**

**Powers exercised**

- A. The Financial Services Authority makes this instrument in the exercise of the power in section 157(1) (Guidance) of the Financial Services and Markets Act 2000.

**Commencement**

- B. This instrument comes into force on 1 December 2005.

**Amendments to the Supervision manual**

- C. The Supervision manual is amended in accordance with Annex A to this instrument.

**Amendments to the Credit Unions sourcebook**

- D. The Credit Unions sourcebook is amended in accordance with Annex B to this instrument.

**Citation**

- E. This instrument may be cited as the Supervision Manual (Mystery Shopping) Instrument 2005.

By order of the Board  
17 November 2005

## Annex A

### Amendments to the Supervision manual

In this Annex, underlining indicates new text.

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2.4.5      G      The FSA may use the information it obtains from mystery shopping in support of both its supervisory functions and its enforcement functions. This includes sharing any information so obtained with *firms* and *approved persons*.

## Annex B

### Amendments to the Credit Unions sourcebook

In this Annex, underlining indicates new text.

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- 14.2.13 G Representatives or appointees of the *FSA* (which may include individuals engaged by a market research firm) may approach a *credit union* in the role of potential members. This is known as "mystery shopping". The *FSA* expects that any "mystery shopping" it arranges will be conducted in accordance with the Market Research Society Code of Practice. The *FSA* may use the information it obtains from mystery shopping in support of both its supervisory functions and its enforcement functions. This includes sharing any information so obtained with *firms* and *approved persons*. (See *SUP 2.4.1G - SUP 2.4.45G*).