

DISPUTE RESOLUTION: COMPLAINTS (PAYMENT PROTECTION INSURANCE COMPLAINTS: REFERRAL TO OMBUDSMAN) INSTRUMENT 2010

Powers exercised

- A. The Financial Services Authority makes this instrument in the exercise of the power in paragraph 13 (Authority's procedural rules) of Schedule 17 (The Ombudsman Scheme) of the Financial Services and Markets Act 2000 ('the Act').
- B. The rule-making power referred to above is specified for the purpose of section 153(2) (Rule-making instruments) of the Act.

Commencement

- C. This instrument comes into force on 28 May 2010.

Amendments to the Handbook

- D. The Dispute Resolution: Complaints sourcebook (DISP) is amended in accordance with the Annex to this instrument.

Citation

- E. This instrument may be cited as the Dispute Resolution: Complaints (Payment Protection Insurance Complaints: Referral to Ombudsman) Instrument 2010.

By order of the Board
27 May 2010

Annex

Amendments to the Dispute Resolution: Complaints sourcebook (DISP)

In this Annex, underlining indicates new text.

TP 1.1 Transitional Provisions table

(1)	(2) Material provision to which transitional provision applies	(3)	(4) Transitional provision	(5) Transitional provision: dates in force	(6) Handbook provision: coming into force
...					
<u>26</u>	<u>DISP 2.8.2R</u>	<u>R</u>	<u>In relation to <i>complaints</i> about the sale of <i>payment protection contracts</i> where the <i>respondent</i> has sent the complainant a <i>final response</i> between 28 November 2009 and 28 April 2010 inclusive, time for the purposes of <i>DISP 2.8.2R(1)</i> is to be treated as not running whilst this transitional provision is in force.</u>	<u>From 28 May 2010 to 27 October 2010</u>	<u>6 November 2008</u>