
STATUTORY INSTRUMENTS

2004 No. 454

The Financial Services and Markets Act 2000
(Transitional Provisions) (Complaints Relating
to General Insurance and Mortgages) Order 2004

Procedure applying to relevant transitional complaints

3. In paragraph 13 of Schedule 17 to the Act⁽¹⁾ (Authority's procedural rules)—
- (a) the references to a complaint are to be taken to include a relevant transitional complaint; and
 - (b) the references to the ombudsman scheme are, in relation to a relevant transitional complaint, to be taken to mean the new scheme as it applies to such complaints by virtue of this Order; and
 - (c) in sub-paragraph (4), the reference to complaints which may be referred to the scheme is to be taken to include any complaint which may be referred to the scheme as a relevant transitional complaint.

⁽¹⁾ Modified by S.I.2001/2326.