



# Financial Services (Banking Reform) Act 2013

## 2013 CHAPTER 33

### PART 5 **U.K.**

#### REGULATION OF PAYMENT SYSTEMS

##### *Complaints*

#### **70** **Complaints: guidance** **U.K.**

- (1) The guidance given by the Payment Systems Regulator under section 96—
  - (a) must include guidance about the presentation of a reasoned case for a complaint under section 68, and
  - (b) may include guidance about any other matters that appear to the Payment Systems Regulator to be appropriate for the purposes of that section.
- (2) Guidance given in accordance with subsection (1) is to be treated as general guidance for the purposes of this Part.

#### **Commencement Information**

**II** S. 70 in force at 1.3.2014 by [S.I. 2014/377](#), art. 2(1)(a), [Sch. Pt. 1](#)

**Changes to legislation:**

There are currently no known outstanding effects for the Financial Services (Banking Reform) Act 2013, Section 70.