

Changes to legislation: The Financial Services (Distance Marketing) Regulations 2004, SCHEDULE 2 is up to date with all changes known to be in force on or before 11 October 2023. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

SCHEDULE 2

Regulation 7(4)(b)

Information required in the case of voice telephone communications

1. The identity of the person in contact with the consumer and his link with the supplier.
2. A description of the main characteristics of the financial service.
3. The total price to be paid by the consumer to the supplier for the financial service including all taxes paid via the supplier or, if an exact price cannot be indicated, the basis for the calculation of the price enabling the consumer to verify it.
4. Notice of the possibility that other taxes or costs may exist that are not paid via the supplier or imposed by him.
5. Whether or not there is a right to cancel and, where there is such a right, its duration and the conditions for exercising it, including information on the amount which the consumer may be required to pay in accordance with regulation 13, as well as the consequences of not exercising that right.
6. That other information is available on request and the nature of that information.

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Changes and effects yet to be applied to :

- Regulations revoked by [2023 c. 29 Sch. 1 Pt. 2](#)