



Financial  
**Ombudsman**  
Service

## **PPI news from Richard Thompson, our principal ombudsman:**



Summer update 2016

### **PPI what's happening summer update**

Richard Thompson's away on holiday at the moment so I thought I'd step in with an update on the latest news about PPI.

In Richard's last update he mentioned that we were looking out for the results of the Financial Conduct Authority's (FCA) consultation on the way PPI complaints are handled. And if you've been keeping an eye on the news in the last couple of days, you may have seen that the FCA has [announced](#) a further period of consultation about the rules they're thinking of bringing in.

At the moment, the proposals include a two-year time limit for PPI complaints to start running from next summer – meaning that PPI complaints would need to be made to businesses by summer 2019. That seems a long way off at the moment – but it's surprising how quickly time can fly by. So, if you're not sure what you need to do to make a complaint, just give us a call. You might also want take a look at our guide on [how to complain](#).

As you'll know from an earlier update, the FCA are also thinking of bringing in new rules and guidance because of a Supreme Court case – Mrs Plevin against Paragon Personal Finance. The further consultation announced earlier this week sets out a few changes to the original proposals – and the FCA have said that if they decide to go ahead with these changes the new rules could come into force by the end of next March. But at the moment, they're just proposals.

The Supreme Court's decision in the Plevin case raises lots of complex issues that we need to think about – and the FCA's finalised set of rules and guidance is one of the things we'll want to take into account when deciding what's fair in individual cases. So this does mean some of our customers will be waiting longer than we'd like for a full answer on their complaint. But we'll keep you updated on any important developments.

In the meantime, if you're worried about anything you think might affect your case with us, please get in touch. We also regularly update our [online resource](#), so you can find out more about how we're sorting out PPI complaints.

from Charlie Sweeney, lead ombudsman and director of casework.