



Financial
Ombudsman
Service

amendment to rules (changes to the time limits for PPI complaints)

October 2017

feedback statement

The consultation paper *amendment to rules* (changes to the time limits for PPI complaints) proposed changes to the terms of our voluntary jurisdiction, as set out in the Dispute Resolution: Complaints sourcebook (DISP) of the Financial Conduct Authority Handbook.

The ombudsman service currently has two jurisdictions –

- the compulsory jurisdiction (C):
 - covers financial businesses regulated by PRA and FCA;
 - covers activities specified in rules made by FCA; *and*
 - is mainly restricted to services provided in or from the UK.
- the voluntary jurisdiction (V):
 - covers financial businesses that volunteer to join it;
 - covers activities specified in rules made by the ombudsman service with the approval of FCA; *and*
 - covers services directed at the UK from the European Economic Area, as well as services provided in or from the UK.

The FCA is responsible for making the rules for the CJ and the ombudsman service is responsible for making the rules for the VJ. It is generally the ombudsman service's policy for the rules and standard terms for the VJ to match those for the CJ. This is to minimise confusion for consumers and financial businesses, and for operational simplicity.

The FCA has consulted on a PPI time limit rule and proposed guidance on the application of DISP 2.8.2R(2) to complaints about payment protection contracts. The FCA published its final rules and guidance on PPI complaints on 2 March 2017.

This instrument amends the VJ in line with the FCA's changes to the CJ. We are also adopting to the VJ the guidance on the application of DISP 2.8.2R(2) to complaints about payment protection contracts.

We consulted on these changes via our website, inviting comments to reach us by 5pm on 12 July 2017. We received two responses to the consultation, both of which supported the changes. Our Board passed the Instrument on 26 July 2017. The FCA Board consented to and approved these rule changes on 20 July 2017. The final Instrument has been published by the FCA and is available [here](#).