



Financial
Ombudsman
Service

amendment to rules (administration instrument)

March 2017

feedback statement

The consultation paper *amendments to rules (administration instrument)* proposed changes to the standard 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 (CJ):
 - 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 (VJ):
 - 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.

Part 2 of DISP dictates the scope of our VJ. This instrument corrects some historic drafting discrepancies, amends the glossary of definitions in relation to consumer buy-to-let firms (CBTL) and removes a reference to the consumer credit jurisdiction in the definition of 'respondent' for the purposes of our CJ.

We consulted on these changes via our website, inviting comments to reach us by 9 November 2016. We did not receive any responses to the consultation. Our Board passed the Instrument on 8 February 2017. The FCA Board consented to and approved these rule changes on 23 February 2017. The final Instrument has been published by the FCA and is available [here](#).