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**Changes to legislation:** There are currently no known outstanding effects for the Financial Guidance and Claims Act 2018, Cross Heading: Complaints handling. (See end of Document for details)

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## SCHEDULES

### SCHEDULE 5

#### REGULATION OF CLAIMS MANAGEMENT SERVICES: TRANSITIONAL PROVISION

##### *Complaints handling*

- 13 Where a regulated claims management activity order is made which requires the OLC to continue to deal with complaints made to it on or before a date or event identified in the order—
- (a) the FCA is to reimburse the OLC for the cost it incurs in doing so, and
  - (b) this reimbursement obligation is to be treated for the purposes of paragraph 23 of Schedule 1ZA to the Financial Services and Markets Act 2000 (fees) as a qualifying function conferred on the FCA under that Act.

**Changes to legislation:**

There are currently no known outstanding effects for the Financial Guidance and Claims Act 2018, Cross Heading: Complaints handling.