

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.