

SCHEDULES

SCHEDULE 11

THE FINANCIAL OMBUDSMAN SERVICE

- 24 In paragraph 13 (procedural rules)—
- (a) for “Authority”, in each place, substitute “FCA”,
 - (b) for “Authority's”, in each place, (including the italic heading), substitute “FCA's”, and
 - (c) in sub-paragraph (4)(b), for “Part X” substitute “Part 9A”.