
STATUTORY INSTRUMENTS

2011 No. 99

The Electronic Money Regulations 2011

PART 6

THE AUTHORITY

Supervision and enforcement

Complaints

58.—(1) The Authority must maintain arrangements designed to enable electronic money holders and other interested parties to submit complaints to it that

- [^{F1}(a)] a requirement imposed by or under Part 5 of these Regulations has been breached by an electronic money issuer [^{F2}, or
- (b) a requirement imposed by or under section 312R of the 2000 Act has been breached by an electronic money institution.]

(2) Where it considers it appropriate, the Authority must include in any reply to a complaint under paragraph (1) details of the ombudsman scheme established under Part 16 of the 2000 Act (the ombudsman scheme).

Textual Amendments

- F1** Words in [reg. 58\(1\)](#) renumbered as [reg. 58\(1\)\(a\)](#) (29.8.2023) by [Financial Services and Markets Act 2023 \(c. 29\)](#), s. 86(3), [Sch. 2 para. 61\(a\)](#) (with s. 2(3)); S.I. 2023/779, [reg. 4\(zz\)\(iv\)](#)
- F2** [Reg. 58\(1\)\(b\)](#) and word inserted (29.8.2023) by [Financial Services and Markets Act 2023 \(c. 29\)](#), s. 86(3), [Sch. 2 para. 61\(b\)](#) (with s. 2(3)); S.I. 2023/779, [reg. 4\(zz\)\(iv\)](#)

Changes to legislation:

The Electronic Money Regulations 2011, Section 58 is up to date with all changes known to be in force on or before 01 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to :

- Regulations power to amend conferred by [2021 c. 22 s. 23](#)
- Regulations revoked by [2023 c. 29 Sch. 1 Pt. 2](#)