
STATUTORY INSTRUMENTS

2021 No. 90

The Financial Services and Markets Act 2000
(Regulated Activities) (Amendment) Order 2021

PART 3

Transitional provisions: complaints relating to funeral plans

Funding and charges

10.—(1) In section 234(1) of the Act (industry funding), the reference to the operation of the ombudsman scheme in relation to the compulsory jurisdiction is to be taken to include its operation in relation to relevant complaints.

(2) Relevant complaints are subject to rules made under paragraph 15(1) of Schedule 17 to the Act (fees) in the same way as any other complaints referred to under the new scheme.