

## List of non-legal corrections and clarifications in the FCA Handbook

This document lists the minor corrections and clarifications that we have made to the Handbook, other than those made by [Handbook Administration instrument](#). These changes are regarded as having no legal effect. None of these changes represents a change in policy.

In this list, underlining indicates new text and striking through indicates deleted text.

Handbook reference	Text of change made		Reason for change	Published date of change
REC 2.12.2AAUK	Schedule to the Recognition Requirements Regulations, Paragraph 9ZB [ <b>Note:</b> This paragraph is relevant to <i>regulated markets</i> only. See REC 2.16A regarding <i>MTFs</i> or <i>OTFs</i> .]		REC 2.12.2AAUK replicates paragraph 9ZB of the Schedule to the Recognition Requirements Regulations. Regulation 7 of SI 2025/1076 amends paragraph 9ZB on 19 January 2026.	19 January 2026
	...			
	(6)	In this paragraph -		
	...			
	(b)	those provisions of <del>Part 6 of the Act</del> and Part 6 rules (within the meaning of section 73A of the Act) which were relied on by the United Kingdom before IP completion day to implement—		
	(i)	<del>Articles 3, 5, 7, 8, 14 and 16 of Directive 2003/71/EC of the European Parliament and of the Council of 4 November 2003 on the prospectuses to be published when securities are offered to the public or admitted to trading;</del> [deleted]		
(ii)	Articles 4 to 6, 14 and 16 to 19 of Directive 2004/109/EC of the European Parliament and of the Council of 15 December 2004 relating to the harmonisation of transparency requirements in relation to information about issuers whose securities are admitted to trading on a regulated market;			

		as they have effect on IP completion day <del>in the case of Part 6 rules;</del>		The changes made here amend REC 2.12.2AAUK so that it is consistent with the amended paragraph 9ZB.		
	(ba)	<u>any applicable rules made by the FCA by virtue of Part 3 of the Public Offers and Admissions to Trading Regulations 2024;</u>				
	(bb)	<u>regulation 23 of those Regulations;</u>				
	(c)	any EU regulation, originally made under any of the provisions mentioned in paragraphs (a), <del>(b)(i)</del> and (b)(ii), which is retained direct EU legislation; and				
	(d)	any subordinate legislation (within the meaning of the Interpretation Act 1978) made under any of the provisions mentioned in paragraphs (a), <del>(b)(i)</del> and (b)(ii) on or after IP completion day.				
DISP 3.7.4R	<b>date complaint referred</b>	<b>date of act or omission</b>		Administrative change	26 March 2026	
	...	before 1 April 2019	on or after 1 April 2019			
	on or after 1 April 2025	£200,000	£445,000			
	<u>on or after 1 April 2026</u>	<u>£205,000</u>	<u>£455,000</u>			
CONRED Sch 1.4G	[Editor's note: insert the requirements from CONRED 5.10 in tabular form]				Administrative change	31 March 2026
	<b>Handbook reference</b>	<b>Subject of record</b>	<b>Contents of record</b>	<b>When record must be made</b>		
	<u>CONRED 5.10.1R(1)(a)</u>	<u>Motor finance commission consumer redress scheme (2014-2024)</u>	<u>Evidence of sending each communication</u>	<u>When communication sent</u>	<u>5 years</u>	

	<table border="1"> <tr> <td><u>CONRED 5.10.1R(1)(b)</u></td> <td>Motor finance commission consumer redress scheme (2014-2024)</td> <td>A copy of each communication, <u>redress determination</u> and provisional redress decision</td> <td>When each communication, <u>redress determination</u> and provisional redress decision sent</td> <td>5 years</td> </tr> <tr> <td><u>CONRED 5.10.1R(1)(c)</u></td> <td>Motor finance commission consumer redress scheme (2014-2024)</td> <td>Record of attempts to contact the consumer or obtain further information</td> <td>When attempts made</td> <td>5 years</td> </tr> <tr> <td><u>CONRED 5.10.1R(1)(d)</u></td> <td>Motor finance commission consumer redress scheme (2014-2024)</td> <td>Record of any full and final settlement offers made to the consumer</td> <td>When full and final settlement offers made</td> <td>5 years</td> </tr> <tr> <td><u>CONRED 5.10.1R(1)(e)</u></td> <td>Motor finance commission consumer redress scheme (2014-2024)</td> <td>Record of any full and final settlement offers accepted by the consumer</td> <td>When full and final settlement offers accepted</td> <td>5 years</td> </tr> <tr> <td><u>CONRED 5.10.1R(1)(f)</u></td> <td>Motor finance commission consumer redress scheme (2014-2024)</td> <td>Completed assessment for each scheme case under the fourth scheme step</td> <td>When each scheme case assessment carried out</td> <td>5 years</td> </tr> <tr> <td><u>CONRED 5.10.1R(1)(g)</u></td> <td>Motor finance commission consumer redress scheme (2014-2024)</td> <td>All information on the consumer file and information received from the consumer</td> <td>When information located on the consumer file or obtained</td> <td>5 years</td> </tr> </table>	<u>CONRED 5.10.1R(1)(b)</u>	Motor finance commission consumer redress scheme (2014-2024)	A copy of each communication, <u>redress determination</u> and provisional redress decision	When each communication, <u>redress determination</u> and provisional redress decision sent	5 years	<u>CONRED 5.10.1R(1)(c)</u>	Motor finance commission consumer redress scheme (2014-2024)	Record of attempts to contact the consumer or obtain further information	When attempts made	5 years	<u>CONRED 5.10.1R(1)(d)</u>	Motor finance commission consumer redress scheme (2014-2024)	Record of any full and final settlement offers made to the consumer	When full and final settlement offers made	5 years	<u>CONRED 5.10.1R(1)(e)</u>	Motor finance commission consumer redress scheme (2014-2024)	Record of any full and final settlement offers accepted by the consumer	When full and final settlement offers accepted	5 years	<u>CONRED 5.10.1R(1)(f)</u>	Motor finance commission consumer redress scheme (2014-2024)	Completed assessment for each scheme case under the fourth scheme step	When each scheme case assessment carried out	5 years	<u>CONRED 5.10.1R(1)(g)</u>	Motor finance commission consumer redress scheme (2014-2024)	All information on the consumer file and information received from the consumer	When information located on the consumer file or obtained	5 years		
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	<b><u>Handbook reference</u></b>	<b><u>Subject of record</u></b>	<b><u>Contents of record</u></b>	<b><u>When record must be made</u></b>	<b><u>Retention period</u></b>																												

<u>CONRED 6.10.1R(1)(a)</u>	<u>Motor finance commission consumer redress scheme (2007-2014)</u>	<u>Evidence of sending each communication</u>	<u>When communication sent</u>	<u>5 years</u>		
<u>CONRED 6.10.1R(1)(b)</u>	<u>Motor finance commission consumer redress scheme (2007-2014)</u>	<u>A copy of each communication, redress determination and provisional redress decision</u>	<u>When each communication, redress determination and provisional redress decision sent</u>	<u>5 years</u>		
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<u>CONRED 6.10.1R(1)(d)</u>	<u>Motor finance commission consumer redress scheme (2007-2014)</u>	<u>Record of any full and final settlement offers made to the consumer</u>	<u>When full and final settlement offers made</u>	<u>5 years</u>		
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CONRED Sch 2.3G	[ <i>Editor's note: insert the notification requirements from CONRED 5.1.8R and CONRED 5.9</i> ]					Administrative change	31 March 2026
	<b><u>Handbook reference</u></b>	<b><u>Matters to be notified</u></b>	<b><u>Contents of notification</u></b>	<b><u>Trigger event</u></b>	<b><u>Time allowed</u></b>		
	<u>CONRED 5.1.9R</u>	<u>Complaint received by a credit broker in relation to the subject matter of the scheme</u>	<u>The consumer informed that the <i>complaint</i> has been forwarded to the lender.</u>	<u>Receipt by the credit broker of a <i>complaint</i> in relation to the subject matter of the scheme</u>	<u>n/a</u>		
	<u>CONRED 5.2.28R</u>	<u>Response by a credit broker to a lender's request for information at the first and second scheme steps</u>	<u>After a thorough search of its systems, the credit broker must respond to a lender by either:  (1) <u>providing the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u>  (2) <u>confirming that it does not hold the requested information.</u></u>	<u>Receipt by the credit broker of a request for information from a lender under <u>CONRED 5.2.25R</u> or <u>CONRED 5.2.27R</u></u>	<u>Within 1 month of the request. Where the lender sends a further communication under <u>CONRED 5.2.27R</u>, within the further 14 days of that communication.</u>		
	<u>CONRED 5.3.6R</u>	<u>Response by a credit broker to a lender's request for information at the third scheme step</u>	<u>After a thorough search of its systems, the credit broker must respond to a lender by either:  (1) <u>providing the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u>  (2) <u>confirming that it does not hold the requested information.</u></u>	<u>Receipt by the credit broker of a request for information from a lender under <u>CONRED 5.3.4R</u> or <u>CONRED 5.3.5R</u></u>	<u>Within 1 month of the request. Where the lender sends a further communication under <u>CONRED 5.3.5R</u>, within the further 14 days of that communication.</u>		
<u>CONRED 5.4.29R</u>	<u>Response by a credit broker to a lender's request for information for</u>	<u>The credit broker must comply with <u>CONRED 5.2.28R</u>, namely, after a thorough search, it must either:</u>	<u>Receipt by the credit broker of a request for information from a lender</u>	<u>Within 1 month of the request. Where the lender sends a further communication under <u>CONRED</u></u>			

	<u>redress calculations</u>	<p>(1) <u>provide the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u></p> <p>(2) <u>confirm that it does not hold the requested information.</u></p>	<u>under CONRED 5.4.27R(2)</u>	<u>5.4.28R, within the further 14 days of that communication.</u>
<u>CONRED 5.5.6R</u>	<u>Response by a credit broker to a competent person's request for information</u>	<p><u>After a thorough search of its systems, the credit broker must respond by either:</u></p> <p>(1) <u>providing the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u></p> <p>(2) <u>confirming that it does not hold the requested information.</u></p>	<u>Receipt by the credit broker of a request for information from a competent person under CONRED 5.5.4R or CONRED 5.5.5R</u>	<u>Within 1 month of the request under CONRED 5.5.4R, or, where a further communication is sent under CONRED 5.5.5R, within the further 14 days provided by that communication.</u>
<u>CONRED 5.9.3R</u>	<u>Intention to implement any scheme steps during the implementation period, and identity of senior manager responsible</u>	<p>(1) <u>whether the lender intends to implement any scheme steps during the implementation period;</u></p> <p>(2) <u>name of the senior manager, or equivalent, responsible for oversight and overall delivery of the scheme;</u></p> <p>(3) <u>contact details of that senior manager or equivalent.</u></p>	<u>Scheme effective date</u>	<u>Within 15 working days of the scheme effective date</u>
<u>CONRED 5.9.4R</u>	<u>Early start notification package</u>	<p>(1) <u>date the lender intends to begin processing scheme cases under CONRED 5.2.1R;</u></p> <p>(2) <u>one-off information set out in CONRED 5.9.6R;</u></p> <p>(3) <u>scheme implementation plan containing the information set out in CONRED 5.9.7R;</u></p> <p>(4) <u>forecast report containing the information set out in CONRED 5.9.9R;</u></p>	<u>Where the lender intends to implement any scheme steps before the end of the implementation period</u>	<u>No later than 15 working days before the lender begins identifying scheme cases under the first and second scheme steps</u>

	<p><u>CONRED 5.9.6R</u></p>	<p>One-off information</p>	<p>(1) number of motor finance agreements in the lender's starting population identified in accordance with <u>CONRED 5.1.6R</u>;</p> <p>(2) number of <u>complaints</u> relating to motor finance agreements received before the scheme effective date;</p> <p>(3) number of those <u>complaints</u> where <u>complainants</u> are represented by a professional representative, such as a claims management company or solicitor;</p> <p>(4) number of those <u>complaints</u> where <u>complainants</u> are represented by multiple professional representatives;</p> <p>(5) attestations from the senior manager responsible confirming that the lender has systems and controls to:</p> <p>(a) identify the starting population in accordance with <u>CONRED 5.2.9R</u> to <u>5.2.17R</u>;</p> <p>(b) identify which of its own records and information are relevant to assessing motor finance agreements; and</p> <p>(c) obtain relevant records and information from third parties where these are not held by the lender</p>	<p>None: notification required in all cases</p>	<p>Within 6 weeks of the scheme effective date</p>		
	<p><u>CONRED 5.9.7R</u></p>	<p>Scheme implementation plan</p>	<p>A scheme implementation plan including:</p> <p>(1) the lender's plan for complying with its obligations under the scheme;</p> <p>(2) the lender's policies and procedures addressing:</p> <p>(a) data collection, including when the lender will contact brokers and the name and firm reference number of each broker it will contact;</p> <p>(b) grouping of cases and cohort or group-based decisions about cases outside scope, time-barred cases, identifying relevant arrangements, captive and white label exceptions, use of rebuttals</p>	<p>None: notification required in all cases</p>	<p>At the same time as one-off information under <u>CONRED 5.9.6R</u></p>		

			<p><u>under CONRED 5.3.14R and 5.3.22R, and any full and final early settlement offers under CONRED 5.2.7R(1);</u></p> <p><u>(c) build and use of automated processes, including decision-making tools, redress calculators and payments;</u></p> <p><u>(d) outsourcing arrangements, including the name of the outsourcer, if any;</u></p> <p><u>(e) quality assurance of cases and outcomes;</u></p> <p><u>(f) preventing and detecting scams, including consumer identification and verification; and</u></p> <p><u>(g) cases involving multiple professional representatives;</u></p> <p><u>(3) whether the lender intends to apply for a waiver, including any request for extension of time.</u></p> <p><u>If the plan later becomes materially inaccurate, the lender must notify the FCA and provide its updated approach.</u></p>				
	<u>CONRED 5.9.9R</u>	Forecast report	<p><u>(1) monthly forecast of the number of motor finance agreements to be processed, by type of relevant arrangement, until all required agreements have reached the end of the scheme;</u></p> <p><u>(2) number of agreements in the lender's starting population;</u></p> <p><u>(3) number of full and final early settlement offers forecast to be issued under CONRED 5.2.7R(1);</u></p> <p><u>(4) number forecast to be excluded for exceeding the total amount of credit threshold;</u></p> <p><u>(5) number forecast to be time-barred;</u></p> <p><u>(6) number forecast to satisfy the conditions of a scheme case;</u></p> <p><u>(7) of those, number forecast to include one or more relevant arrangements, by type of relevant arrangement;</u></p>	None: notification required in all cases	Within 6 weeks of the scheme effective date, and every 3 months thereafter until all motor finance agreements that the lender must process have reached the end of the scheme		

		<p><u>(8) of those, number of cases where the lender intends to rely on:</u></p> <p><u>(a) the captive and white label exception;</u></p> <p><u>(b) rebuttal of the presumption of unfairness; or</u></p> <p><u>(c) rebuttal of the presumption of loss or damage;</u></p> <p><u>(9) number forecast to proceed to redress calculation, by type of relevant arrangement.</u></p> <p><u>(10) of those, number forecast to result in a £0 redress determination and number forecast to result in a determination of more than £0;</u></p> <p><u>(11) cash flow forecast for redress payments and early settlement payments.</u></p> <p><u>The report must, where applicable, report separately on <i>complaint</i> cases.</u></p>				
<u>CONRED 5.9.11R</u>	<u>Baseline monthly report</u>	<p><u>The information required by CONRED 5.9.9R(2), reported as actual numbers rather than forecasts or estimates, for the <i>month</i> prior to the <i>month</i> of submission, and, where applicable, separately reported for the number of cases involving a <i>complaint</i>, regardless of whether the <i>complaint</i> was received before or after the scheme effective date.</u></p>	<u>End of the implementation period</u>	<p><u>Within 1 <i>month</i> of the end of the implementation period, and then each <i>month</i> no later than 1 <i>month</i> after the previous baseline monthly report, until the lender has completed the scheme steps for its entire population of scheme cases</u></p>		
<u>CONRED 5.9.13R</u>	<u>Detailed monthly report</u>	<p><u>The information required by CONRED 5.9.14R to CONRED 5.9.20R, for the <i>month</i> prior to the <i>month</i> of submission.</u></p>	<u>End of the implementation period</u>	<p><u>Within 1 <i>month</i> of the end of the implementation period, and then</u></p>		

					<p><u>each month no later than 1 month after the previous detailed monthly report, until the lender has completed the scheme steps for its entire population of scheme cases</u></p>		
	<p><u>CONRED 5.9.14R</u></p>	<p><u>See above for CONRED 5.9.13R</u></p>	<p><u>The detailed monthly report must include the following information in relation to consumer decision-making:</u></p> <p><u>(1) the number of cases where:</u></p> <p><u>(a) a consumer was invited to opt in to the scheme at the second scheme step (in accordance with CONRED 5.2.11R);</u></p> <p><u>(b) of the number in (a), the number of scheme cases where a consumer did not opt in within the 6-month deadline set out in CONRED 5.2.11R(2)(c)(ii); and</u></p> <p><u>(c) of the number in (a), the number of scheme cases where a consumer did opt in to the scheme (within the 6-month deadline);</u></p> <p><u>(2) in relation to all motor finance agreements that must be assessed by the lender:</u></p> <p><u>(a) the number of agreements in respect of which the lender sent a provisional redress decision at any step of the scheme;</u></p> <p><u>(b) of the number in (a), the number accepted by a consumer, including:</u></p> <p><u>(i) the number of decisions that were accepted by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p>	<p><u>See above for CONRED 5.9.13R</u></p>	<p><u>See above for CONRED 5.9.13R</u></p>		

			<p><u>(ii) the number of decisions that were accepted by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(c) of the number in (a), the number objected to by a consumer, including:</u></p> <p><u>(i) the number of decisions that were objected to by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of decisions that were objected to by a consumer not represented by a professional representative, such as a claims management company or a solicitor</u></p> <p><u>(d) of the number in (a), the number of which that were responded to by a consumer, confirming they wished to opt-out of the scheme, including:</u></p> <p><u>(i) the number of consumers represented by at least one professional representative, such as a claims management company or a solicitor, who wished to opt-out; and</u></p> <p><u>(ii) the number of consumers not represented by a professional representative, such as a claims management company or a solicitor, who wished to opt-out;</u></p> <p><u>(3) in relation to the number of full and final early settlement offers issued by the lender at any stage of the scheme (as reported in the baseline <i>monthly</i> report), the number of offers which were:</u></p> <p><u>(a) accepted by a consumer, including:</u></p> <p><u>(i) the number of acceptances by a consumer represented by at least one professional representative, such as a</u></p>				
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			<p><u>claims management company or a solicitor; and</u></p> <p><u>(ii) the number of acceptances by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(b) rejected by a consumer, including:</u></p> <p><u>(i) the number of rejections by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of rejections by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(4) in relation to the number of <i>redress determinations</i> sent by the lender at any step of the scheme, the number which were:</u></p> <p><u>(a) accepted by a consumer, including:</u></p> <p><u>(i) the number of acceptances by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of acceptances by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(b) rejected by a consumer, including:</u></p> <p><u>(i) the number of rejections by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of rejections by a consumer not represented by a professional representative, such as a claims management company or a solicitor.</u></p>				
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	<u>CONRED 5.9.15R</u>	<u>See above for CONRED 5.9.13R</u>	<p>The detailed <i>monthly</i> report must include, in relation to credit brokers and in relation to all motor finance agreements that the lender must assess, the number of agreements in respect of which:</p> <p>(1) the lender requested relevant records and information from a credit broker (in accordance with <i>CONRED 5.2.25R</i> and <i>CONRED 5.3.4R</i>);</p> <p>(2) the credit broker did not respond before the deadline of 1 <i>month</i> (in accordance with <i>CONRED 5.2.28R</i> and <i>CONRED 5.3.6R</i>);</p> <p>(3) the lender sent a further request for relevant records and information from a credit broker (in accordance with <i>CONRED 5.2.27R</i> and <i>CONRED 5.3.5R</i>);</p> <p>(4) the credit broker did not respond before the 14-day deadline (in accordance with <i>CONRED 5.2.27R</i> and <i>CONRED 5.3.5R</i>);</p> <p>(5) the lender relied on the insufficient information provisions in <i>CONRED 5.2.13R</i> before sending a provisional redress decision stating that no redress was due.</p>	<u>See above for CONRED 5.9.13R</u>	<u>See above for CONRED 5.9.13R</u>		
	<u>CONRED 5.9.16R</u>	<u>See above for CONRED 5.9.13R</u>	<p>The detailed <i>monthly</i> report must include the following information in relation to <i>complaints</i> and professional representatives, such as a claims management company or a solicitor:</p> <p>(1) As of the date on which the lender starts to assess motor finance agreements in accordance with the first scheme step set out in <i>CONRED 5.2.9R</i>, the number of <i>complaints</i>:</p> <p>(a) in relation to which the consumer is represented by either:</p> <p>(i) a claims management company or a solicitor; or</p> <p>(ii) multiple professional representatives (including a claims management company and a solicitor);</p>	<u>See above for CONRED 5.9.13R</u>	<u>See above for CONRED 5.9.13R</u>		

		<p><u>(b) where a <i>final response</i> has not been issued by the lender; and</u></p> <p><u>(c) that have been referred to the <i>Financial Ombudsman Service</i> and which the <i>Financial Ombudsman Service</i> has:</u></p> <p><u>(i) upheld; and</u></p> <p><u>(ii) rejected.</u></p> <p><u>(2) After the lender has completed the first and second scheme steps pursuant to <i>CONRED 5.2.9R</i> and <i>CONRED 5.2.11R</i>, the number of scheme cases (as reported in the baseline <i>monthly</i> report) where the consumer is represented by either:</u></p> <p><u>(a) a claims management company or a solicitor; or</u></p> <p><u>(b) multiple professional representatives (including a claims management company and a solicitor).</u></p>				
<u><i>CONRED 5.9.17R</i></u>	<u>See above for <i>CONRED 5.9.13R</i></u>	<p><u>The detailed <i>monthly</i> report must include the following information in relation to redress:</u></p> <p><u>(1) in relation to all motor finance agreements which are determined to be scheme cases at the first and second scheme steps pursuant to <i>CONRED 5.2.9R</i> and <i>CONRED 5.2.11R</i>:</u></p> <p><u>(a) the number of provisional redress decisions issued (in accordance with <i>CONRED 5.2.9R(2)(e)(i)</i> where the consumer obtained no redress because the lender did not identify a relevant arrangement;</u></p> <p><u>(b) the number of scheme cases where one of the following relevant arrangement exceptions applied:</u></p> <p><u>(i) the total amount of commission was <u>£150 or less, as set out in <i>CONRED 5.2.19R(2)(a)</i></u>;</u></p>	<u>See above for <i>CONRED 5.9.13R</i></u>	<u>See above for <i>CONRED 5.9.13R</i></u>		

			<p><u>(ii) the annual percentage rate for the motor finance agreement was 0%, as set out in CONRED 5.2.19R(2)(b);</u></p> <p><u>(iii) in relation to a discretionary commission arrangement, the interest rate that applied under the motor finance agreement was the lowest rate of interest in the range of interest rates that could have been selected by the credit broker, as set out in CONRED 5.2.19R(3); and</u></p> <p><u>(iv) in relation to a tied arrangement, the exception for captive and white label relationships described in CONRED 5.2.20R applied;</u></p> <p><u>(2) in relation to all scheme cases which proceed to the third scheme step in CONRED 5.3.1R:</u></p> <p><u>(a) the number of provisional redress decisions issued under CONRED 5.3.20R(2)(a) where the lender determined there was not an unfair relationship in accordance with CONRED 5.3.1R(1) because:</u></p> <p><u>(i) there was adequate disclosure as described in CONRED 5.3.10R (by type of relevant arrangement, see CONRED 5.9.23R);</u></p> <p><u>(ii) the lender applied the consumer knowledge rebuttal set out in CONRED 5.3.14R(1); or</u></p> <p><u>(iii) the lender applied the unused tie rebuttal set out in CONRED 5.3.14R(2);</u></p> <p><u>(b) in relation to (2)(a), the number of provisional redress decisions where the consumer has objected to the decision within 1 month;</u></p> <p><u>(c) in relation to (2)(b), the number of cases where the lender accepted the consumer's objection and proceeded to the next stage or</u></p>				
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			<p><u>step in the scheme pursuant to CONRED 5.3.27R(6);</u></p> <p><u>(d) the number of provisional redress decisions issued under CONRED 5.3.26R(2)(a) where the lender determined that the unfair relationship did not cause loss or damage to the consumer because the presumption was rebutted in accordance with CONRED 5.3.22R(1);</u></p> <p><u>(e) in relation to (2)(d), the number of provisional redress decisions where the consumer has objected to the decision within 1 month;</u></p> <p><u>(f) in relation to (2)(e), the number of cases where the lender accepted the consumer's objection and proceeded to the next stage or step in the scheme pursuant to CONRED 5.3.27R(6);</u></p> <p><u>(3) in relation to all scheme cases which proceed to the fourth and fifth scheme steps in CONRED 5.4:</u></p> <p><u>(a) the number of provisional redress decisions issued under CONRED 5.4.36R(2) where the lender calculated the redress payable to the consumer:</u></p> <p><u>(i) using the commission repayment remedy methodology set out in CONRED 5.4.4R; or</u></p> <p><u>(ii) using the hybrid remedy methodology set out in CONRED 5.4.22R;</u></p> <p><u>(b) of the number reported for (3)(a)(ii), the number of decisions where redress has been capped under:</u></p> <p><u>(i) the adjusted commission plus interest cap, as set out in CONRED 5.4.19R;</u></p> <p><u>(ii) the adjusted realised cost of credit cap, as set out in CONRED 5.4.20R; or</u></p> <p><u>(iii) the total cost of credit cap, as set out in CONRED 5.4.21R;</u></p>				
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		<p><u>(4) the total number of redress determinations issued by the lender at any step of the scheme;</u></p> <p><u>(5) of the number reported for (4), the number of redress determinations (by type of relevant arrangement, see CONRED 5.9.23R) issued where the lender made no offer of redress;</u></p> <p><u>(6) of the number reported for (4), the number of redress determinations which were referred to the Financial Ombudsman Service and which the Financial Ombudsman Service:</u></p> <p style="padding-left: 40px;"><u>(a) rejected; or</u></p> <p style="padding-left: 40px;"><u>(b) upheld;</u></p> <p><u>(7) the total value of redress paid:</u></p> <p style="padding-left: 40px;"><u>(a) under this chapter, within 1 month of the acceptance of the redress determination, in accordance with deadline for payment in CONRED 5.4.38R(3);</u></p> <p style="padding-left: 40px;"><u>(b) under this chapter, outside of the 1-month deadline referred to in (7)(a); or</u></p> <p style="padding-left: 40px;"><u>(c) following an award by the Financial Ombudsman Service</u></p> <p><u>(8) the total value of redress offered by the lender but not accepted by the consumer.</u></p>					
	<u>CONRED 5.9.18R</u>	<u>See above for CONRED 5.9.13R</u>	<p>The detailed <i>monthly</i> report must also include the following information in relation to financial resources:</p> <p><u>(1) the value of redress not paid yet;</u></p> <p><u>(2) the total liquid assets held (cash and cash equivalent);</u></p> <p><u>(3) the net assets (or liability) position;</u></p> <p><u>(4) a 3-month forecast of the total liquid assets held (cash and cash equivalent); and</u></p> <p><u>(5) the amount of redress due that has neither been paid out nor provisioned for.</u></p>	<u>See above for CONRED 5.9.13R</u>	<u>See above for CONRED 5.9.13R</u>		
				<p>The notification requirement in this rule (<u>CONRED 5.9.18R</u>) does not apply to a <i>dual-regulated firm</i>.</p>			

	<p><u>CONRED 5.9.20R</u></p>	<p>See above for <u>CONRED 5.9.13R</u></p>	<p>The detailed <i>monthly</i> report must also include the following information in relation to timeliness:</p> <p><u>(1) the number of provisional redress decisions (sent in accordance with CONRED 5.3.20R(2)(a) and CONRED 5.3.26R(2)(a)) that were issued:</u></p> <p><u>(a) within 4 weeks of starting the third scheme step; and</u></p> <p><u>(b) within 6 weeks of starting the third scheme step;</u></p> <p><u>(2) the number of provisional redress decisions (sent in accordance with CONRED 5.4.6R(2)(a) and CONRED 5.4.36R) that were issued:</u></p> <p><u>(a) within 4 weeks of starting the fourth scheme step; and</u></p> <p><u>(b) within 6 weeks of starting the fourth scheme step;</u></p> <p><u>(3) the number of consumer responses to provisional redress decisions that (in accordance with CONRED 5.3.27R(2), CONRED 5.3.27R(3) and CONRED 5.3.27R(4)(a)) were responded to in the third scheme step by the lender:</u></p> <p><u>(a) within a 7-day period beginning on the day the response was received; and</u></p> <p><u>(b) outside of the 7-day period in (3)(a), including:</u></p> <p><u>(i) the number of responses that were sent to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of responses that were sent to a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(4) the number of consumer responses to provisional redress decisions that (in accordance with CONRED 5.4.37R(2), CONRED 5.4.37R(3) and CONRED</u></p>	<p>See above for <u>CONRED 5.9.13R</u></p>	<p>See above for <u>CONRED 5.9.13R</u></p>		
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			<p><u>5.4.37R(4)(a)</u> were responded to in the (fourth and fifth scheme steps in <i>CONRED</i> 5.4) by the lender:</p> <p><u>(a) within a 7-day period beginning on the day the response was received; and</u></p> <p><u>(b) outside of the 7-day period in (4)(a), including:</u></p> <p><u>(i) the number of responses that were sent to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of responses that were sent to a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(5) the number of redress determinations that (in accordance with <i>CONRED</i> 5.3.27R(5)(a) and <i>CONRED</i> 5.4.37R(5)) were:</u></p> <p><u>(a) where the lender received further details of the consumer's objection to the provisional redress decision:</u></p> <p><u>(i) issued by the lender within 2 months of the day the lender received the further details from the consumer; and</u></p> <p><u>(ii) issued by the lender outside of the 2-month period in (5)(a)(i), including:</u></p> <p><u>(A) the number of redress determinations that were issued to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(B) the number of redress determinations that were issued to a consumer not represented by a professional representative, such as a claims management company or a solicitor.</u></p>				
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			<p><u>(b) where the lender received no further details of the consumer's objection within 1 month of the lender's acknowledgement requesting further details from the consumer:</u></p> <p><u>(i) issued by the lender within 2 months of the date of expiry of that 1-month period; and</u></p> <p><u>(ii) issued by the lender outside of the 2-month period in (5)(b)(i), including:</u></p> <p><u>(A) the number of redress determinations that were issued to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(B) the number of redress determinations that were issued to a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(6) the number of redress determinations that (in accordance with CONRED 5.3.27R(7) and CONRED 5.4.37R(6)) were sent by the lender when the consumer did not respond to the provisional redress decision within 1 month:</u></p> <p><u>(a) within 1 month of the expiry of that period; and</u></p> <p><u>(b) outside of the 1-month period in (6)(a);</u></p> <p><u>(7) the number of redress payments made under the scheme:</u></p> <p><u>(a) within 1 month of the consumer's acceptance of a redress determination (or provisional redress decision in CONRED 5.4.37R(3)); and</u></p> <p><u>(b) outside of the 1-month period in (7)(a).</u></p>				
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~~[Editor's note: insert the notification requirements from CONRED 6.1.8R and CONRED 6.9]~~

<b><u>Handbook reference</u></b>	<b><u>Matters to be notified</u></b>	<b><u>Contents of notification</u></b>	<b><u>Trigger event</u></b>	<b><u>Time allowed</u></b>
<u>CONRED 6.1.9R</u>	<u>Complaint received by a credit broker in relation to the subject matter of the scheme.</u>	<u>The consumer informed that the <i>complaint</i> has been forwarded to the lender.</u>	<u>Receipt by the credit broker of a <i>complaint</i> in relation to the subject matter of the scheme</u>	n/a
<u>CONRED 6.2.28R</u>	<u>Response by a credit broker to a lender's request for information at the first and second scheme steps.</u>	<u>After a thorough search of its systems, the credit broker must respond to a lender by either:  (1) <u>providing the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u>  (2) <u>confirming that it does not hold the requested information.</u></u>	<u>Receipt by the credit broker of a request for information from a lender under <u>CONRED 6.2.25R</u> or <u>CONRED 6.2.27R</u></u>	<u>Within 1 month of the request. Where the lender sends a further communication under <u>CONRED 6.2.27R</u>, within the further 14 days of that communication.</u>
<u>CONRED 6.3.6R</u>	<u>Response by a credit broker to a lender's request for information at the third scheme step.</u>	<u>After a thorough search of its systems, the credit broker must respond to a lender by either:  (1) <u>providing the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u>  (2) <u>confirming that it does not hold the requested information.</u></u>	<u>Receipt by the credit broker of a request for information from a lender under <u>CONRED 6.3.4R</u> or <u>CONRED 6.3.5R</u></u>	<u>Within 1 month of the request. Where the lender sends a further communication under <u>CONRED 6.3.5R</u>, within the further 14 days of that communication.</u>
<u>CONRED 6.4.29R</u>	<u>Response by a credit broker to a lender's request for information for</u>	<u>The credit broker must comply with <u>CONRED 6.2.28R</u>, namely, after a thorough search, it must either:</u>	<u>Receipt by the credit broker of a request for information from a lender</u>	<u>Within 1 month of the request. Where the lender sends a further communication under <u>CONRED</u></u>

	<u>redress calculations.</u>	<p><u>(1) provide the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u></p> <p><u>(2) confirm that it does not hold the requested information.</u></p>	<u>under CONRED 6.4.27R(2)</u>	<u>6.4.28R, within the further 14 days of that communication.</u>
<u>CONRED 6.5.6R</u>	<u>Response by a credit broker to a competent person's request for information.</u>	<p><u>After a thorough search of its systems, the credit broker must respond by either:</u></p> <p><u>(1) providing the requested information in the format requested or, if that is not reasonably practicable, a reasonable format; or</u></p> <p><u>(2) confirming that it does not hold the requested information.</u></p>	<u>Receipt by the credit broker of a request for information from a competent person under CONRED 6.5.4R or CONRED 6.5.5R</u>	<u>Within 1 month of the request under CONRED 6.5.4R, or, where a further communication is sent under CONRED 6.5.5R, within the further 14 days provided by that communication</u>
<u>CONRED 6.9.3R</u>	<u>Intention to implement any scheme steps during the implementation period, and identity of senior manager responsible</u>	<p><u>(1) whether the lender intends to implement any scheme steps during the implementation period;</u></p> <p><u>(2) name of the senior manager, or equivalent, responsible for oversight and overall delivery of the scheme;</u></p> <p><u>(3) contact details of that senior manager or equivalent.</u></p>	<u>Scheme effective date</u>	<u>Within 15 working days of the scheme effective date</u>
<u>CONRED 6.9.4R</u>	<u>Early start notification package</u>	<p><u>(1) date the lender intends to begin processing scheme cases under CONRED 6.2.1R;</u></p> <p><u>(2) one-off information set out in CONRED 6.9.6R;</u></p> <p><u>(3) scheme implementation plan containing the information set out in CONRED 6.9.7R;</u></p> <p><u>(4) forecast report containing the information set out in CONRED 6.9.9R.</u></p>	<u>Where the lender intends to implement any scheme steps before the end of the implementation period</u>	<u>No later than 15 working days before the lender begins identifying scheme cases under the first and second scheme steps</u>

	<p><u>CONRED 6.9.6R</u></p>	<p><u>One-off information</u></p>	<p><u>(1) number of motor finance agreements in the lender's starting population identified in accordance with CONRED 6.1.6R;</u></p> <p><u>(2) number of complaints relating to motor finance agreements received before the scheme effective date;</u></p> <p><u>(3) number of those complaints where complainants are represented by a professional representative, such as a claims management company or solicitor;</u></p> <p><u>(4) number of those complaints where complainants are represented by multiple professional representatives;</u></p> <p><u>(5) attestations from the senior manager responsible confirming that the lender has systems and controls to:</u></p> <p><u>(a) identify the starting population in accordance with CONRED 6.2.9R to 6.2.17R;</u></p> <p><u>(b) identify which of its own records and information are relevant to assessing motor finance agreements; and</u></p> <p><u>(c) obtain relevant records and information from third parties where these are not held by the lender.</u></p>	<p><u>None: notification required in all cases</u></p>	<p><u>Within 6 weeks of the scheme effective date</u></p>		
	<p><u>CONRED 6.9.7R</u></p>	<p><u>Scheme implementation plan</u></p>	<p><u>A scheme implementation plan including:</u></p> <p><u>(1) the lender's plan for complying with its obligations under the scheme;</u></p> <p><u>(2) the lender's policies and procedures addressing:</u></p> <p><u>(a) data collection, including when the lender will contact brokers and the name and firm reference number of each broker it will contact;</u></p> <p><u>(b) grouping of cases and cohort or group-based decisions about cases outside scope, time-barred cases, identifying relevant arrangements, captive and white label exceptions, use of rebuttals</u></p>	<p><u>None: notification required in all cases</u></p>	<p><u>At the same time as one-off information under CONRED 6.9.6R</u></p>		

			<p><u>under CONRED 6.3.14R and 6.3.22R, and any full and final early settlement offers under CONRED 6.2.7R(1);</u></p> <p><u>(c) build and use of automated processes, including decision-making tools, redress calculators and payments;</u></p> <p><u>(d) outsourcing arrangements, including the name of the outsourcer, if any;</u></p> <p><u>(e) quality assurance of cases and outcomes;</u></p> <p><u>(f) preventing and detecting scams, including consumer identification and verification; and</u></p> <p><u>(g) cases involving multiple professional representatives;</u></p> <p><u>(3) whether the lender intends to apply for a waiver, including any request for extension of time. If the plan later becomes materially inaccurate, the lender must notify the FCA and provide its updated approach.</u></p>			
	<u>CONRED 6.9.9R</u>	Forecast report	<p><u>(1) monthly forecast of the number of motor finance agreements to be processed, by type of relevant arrangement, until all required agreements have reached the end of the scheme;</u></p> <p><u>(2) number of agreements in the lender's starting population;</u></p> <p><u>(3) number of full and final early settlement offers forecast to be issued under CONRED 6.2.7R(1);</u></p> <p><u>(4) number forecast to be excluded for exceeding the total amount of credit threshold;</u></p> <p><u>(5) number forecast to be time-barred;</u></p> <p><u>(6) number forecast to satisfy the conditions of a scheme case;</u></p> <p><u>(7) of those, number forecast to include one or more relevant arrangements, by type of relevant arrangement;</u></p>	None: notification required in all cases	Within 6 weeks of the scheme effective date, and every 3 months thereafter until all motor finance agreements that the lender must process have reached the end of the scheme	

		<p><u>(8) of those, number of cases where the lender intends to rely on:</u></p> <p><u>(a) the captive and white label exception;</u></p> <p><u>(b) rebuttal of the presumption of unfairness; or</u></p> <p><u>(c) rebuttal of the presumption of loss or damage;</u></p> <p><u>(9) number forecast to proceed to redress calculation, by type of relevant arrangement;</u></p> <p><u>(10) of those, number forecast to result in a £0 redress determination and number forecast to result in a determination of more than £0; and</u></p> <p><u>(11) cash flow forecast for redress payments and early settlement payments.</u></p> <p><u>The report must, where applicable, report separately on <i>complaint</i> cases.</u></p>				
<u>CONRED 6.9.11R</u>	<u>Baseline monthly report</u>	<p><u>The information required by CONRED 6.9.9R(2), reported as actual numbers rather than forecasts or estimates, for the <i>month</i> prior to the <i>month</i> of submission, and, where applicable, separately reported for the number of cases involving a <i>complaint</i>, regardless of whether the <i>complaint</i> was received before or after the scheme effective date.</u></p>	<u>End of the implementation period</u>	<p><u>Within 1 <i>month</i> of the end of the implementation period, and then each <i>month</i> no later than 1 <i>month</i> after the previous baseline monthly report, until the lender has completed the scheme steps for its entire population of scheme cases</u></p>		
<u>CONRED 6.9.13R</u>	<u>Detailed monthly report</u>	<p><u>The information required by CONRED 6.9.14R to CONRED 6.9.20R, for the <i>month</i> prior to the <i>month</i> of submission.</u></p>	<u>End of the implementation period</u>	<p><u>Within 1 <i>month</i> of the end of the implementation period, and then each <i>month</i> no</u></p>		

					later than <u>1 month after the previous detailed monthly report, until the lender has completed the scheme steps for its entire population of scheme cases</u>		
	<u>CONRED 6.9.14R</u>	<u>See above for CONRED 6.9.13R</u>	<p>The detailed monthly report must include the following information in relation to consumer decision-making:</p> <p>(1) the number of cases where:</p> <p>(a) <u>a consumer was invited to opt in to the scheme at the second scheme step (in accordance with CONRED 6.2.11R);</u></p> <p>(b) <u>of the number in (a), the number of scheme cases where a consumer did not opt in within the 6-month deadline set out in CONRED 6.2.11R(2)(c)(ii); and</u></p> <p>(c) <u>of the number in (a), the number of scheme cases where a consumer did opt in to the scheme (within the 6-month deadline);</u></p> <p>(2) <u>in relation to all motor finance agreements that must be assessed by the lender:</u></p> <p>(a) <u>the number of agreements in respect of which the lender sent a provisional redress decision at any step of the scheme;</u></p> <p>(b) <u>of the number in (a), the number accepted by a consumer, including:</u></p> <p>(i) <u>the number of decisions that were accepted by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p>	<u>See above for CONRED 6.9.13R</u>	<u>See above for CONRED 6.9.13R</u>		

			<p><u>(ii) the number of decisions that were accepted by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(c) of the number in (a), the number objected to by a consumer, including:</u></p> <p><u>(i) the number of decisions that were objected to by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of decisions that were objected to by a consumer not represented by a professional representative, such as a claims management company or a solicitor</u></p> <p><u>(d) of the number in (a), the number of which that were responded to by a consumer, confirming they wished to opt-out of the scheme, including:</u></p> <p><u>(i) the number of consumers represented by at least one professional representative, such as a claims management company or a solicitor, who wished to opt-out; and</u></p> <p><u>(ii) the number of consumers not represented by a professional representative, such as a claims management company or a solicitor, who wished to opt-out;</u></p> <p><u>(3) in relation to the number of full and final early settlement offers issued by the lender at any stage of the scheme (as reported in the baseline monthly report), the number of offers which were:</u></p> <p><u>(a) accepted by a consumer, including:</u></p> <p><u>(i) the number of acceptances by a consumer represented by at least one professional representative, such as a</u></p>				
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			<p><u>claims management company or a solicitor; and</u></p> <p><u>(ii) the number of acceptances by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(b) rejected by a consumer, including:</u></p> <p><u>(i) the number of rejections by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of rejections by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(4) in relation to the number of redress determinations sent by the lender at any step of the scheme, the number which were:</u></p> <p><u>(a) accepted by a consumer, including:</u></p> <p><u>(i) the number of acceptances by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of acceptances by a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(b) rejected by a consumer, including:</u></p> <p><u>(i) the number of rejections by a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of rejections by a consumer not represented by a professional representative, such as a claims management company or a solicitor.</u></p>				
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	<p><u>CONRED 6.9.15R</u></p>	<p><u>See above for CONRED 6.9.13R</u></p>	<p>The detailed monthly report must include, in relation to credit brokers and in relation to all motor finance agreements that the lender must assess, the number of agreements in respect of which:</p> <p>(1) the lender requested relevant records and information from a credit broker (in accordance with <i>CONRED 6.2.25R</i> and <i>CONRED 6.3.4R</i>);</p> <p>(2) the credit broker did not respond before the deadline of 1 month (in accordance with <i>CONRED 6.2.28R</i> and <i>CONRED 6.3.6R</i>);</p> <p>(3) the lender sent a further request for relevant records and information from a credit broker (in accordance with <i>CONRED 6.2.27R</i> and <i>CONRED 6.3.5R</i>);</p> <p>(4) the credit broker did not respond before the 14-day deadline (in accordance with <i>CONRED 6.2.27R</i> and <i>CONRED 6.3.5R</i>);</p> <p>(5) the lender relied on the insufficient information provisions in <i>CONRED 6.2.13R</i> before sending a provisional redress decision stating that no redress was due.</p>	<p><u>See above for CONRED 6.9.13R</u></p>	<p><u>See above for CONRED 6.9.13R</u></p>		
	<p><u>CONRED 6.9.16R</u></p>	<p><u>See above for CONRED 6.9.13R</u></p>	<p>The detailed monthly report must include the following information in relation to complaints and professional representatives, such as a claims management company or a solicitor:</p> <p>(1) As of the date on which the lender starts to assess motor finance agreements in accordance with the first scheme step set out in <i>CONRED 6.2.9R</i>, the number of complaints:</p> <p>(a) in relation to which the consumer is represented by either:</p> <p>(i) a claims management company or a solicitor; or</p> <p>(ii) multiple professional representatives (including a claims management company and a solicitor);</p>	<p><u>See above for CONRED 6.9.13R</u></p>	<p><u>See above for CONRED 6.9.13R</u></p>		

		<p><u>(b) where a final response has not been issued by the lender; and</u></p> <p><u>(c) that have been referred to the Financial Ombudsman Service and which the Financial Ombudsman Service has:</u></p> <p><u>(i) upheld; and</u></p> <p><u>(ii) rejected.</u></p> <p><u>(2) After the lender has completed the first and second scheme steps pursuant to CONRED 6.2.9R and CONRED 6.2.11R, the number of scheme cases (as reported in the baseline monthly report) where the consumer is represented by either:</u></p> <p><u>(a) a claims management company or a solicitor; or</u></p> <p><u>(b) multiple professional representatives (including a claims management company and a solicitor).</u></p>				
<u>CONRED 6.9.17R</u>	<u>See above for CONRED 6.9.13R</u>	<p><u>The detailed monthly report must include the following information in relation to redress:</u></p> <p><u>(1) in relation to all motor finance agreements which are determined to be scheme cases at the first and second scheme steps pursuant to CONRED 6.2.9R and CONRED 6.2.11R:</u></p> <p><u>(a) the number of provisional redress decisions issued (in accordance with CONRED 6.2.9R(2)(e)(i) where the consumer obtained no redress because the lender did not identify a relevant arrangement;</u></p> <p><u>(b) the number of scheme cases where one of the following relevant arrangement exceptions applied:</u></p> <p><u>(i) the total amount of commission was £120 or less, as set out in CONRED 6.2.19R(2)(a);</u></p> <p><u>(ii) the annual percentage rate for the motor finance agreement was 0%, as set out in CONRED 6.2.19R(2)(b);</u></p>	<u>See above for CONRED 6.9.13R</u>	<u>See above for CONRED 6.9.13R</u>		

			<p><u>(iii) in relation to a discretionary commission arrangement, the interest rate that applied under the motor finance agreement was the lowest rate of interest in the range of interest rates that could have been selected by the credit broker, as set out in CONRED 6.2.19R(3); and</u></p> <p><u>(iv) in relation to a tied arrangement, the exception for captive and white label relationships described in CONRED 6.2.20R applied;</u></p> <p><u>(2) in relation to all scheme cases which proceed to the third scheme step in CONRED 6.3.1R:</u></p> <p><u>(a) the number of provisional redress decisions issued under CONRED 6.3.20R(2)(a) where the lender determined there was not an unfair relationship in accordance with CONRED 6.3.1R(1) because:</u></p> <p><u>(i) there was adequate disclosure as described in CONRED 6.3.10R (by type of relevant arrangement, see CONRED 6.9.23R);</u></p> <p><u>(ii) the lender applied the consumer knowledge rebuttal set out in CONRED 6.3.14R(1); or</u></p> <p><u>(iii) the lender applied the unused tie rebuttal set out in CONRED 6.3.14R(2);</u></p> <p><u>(b) in relation to (2)(a), the number of provisional redress decisions where the consumer has objected to the decision within 1 month;</u></p> <p><u>(c) in relation to (2)(b), the number of cases where the lender accepted the consumer's objection and proceeded to the next stage or step in the scheme pursuant to CONRED 6.3.27R(6);</u></p> <p><u>(d) the number of provisional redress decisions issued under CONRED 6.3.26R(2)(a) where the lender determined that the unfair relationship did</u></p>				
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			<p><u>not cause loss or damage to the consumer because the presumption was rebutted in accordance with CONRED 6.3.22R(1);</u></p> <p><u>(e) in relation to (2)(d), the number of provisional redress decisions where the consumer has objected to the decision within 1 month;</u></p> <p><u>(f) in relation to (2)(e), the number of cases where the lender accepted the consumer's objection and proceeded to the next stage or step in the scheme pursuant to CONRED 6.3.27R(6);</u></p> <p><u>(3) in relation to all scheme cases which proceed to the fourth and fifth scheme steps in CONRED 6.4:</u></p> <p><u>(a) the number of provisional redress decisions issued under CONRED 6.4.36R(2) where the lender calculated the redress payable to the consumer:</u></p> <p><u>(i) using the commission repayment remedy methodology set out in CONRED 6.4.4R; or</u></p> <p><u>(ii) using the hybrid remedy methodology set out in CONRED 6.4.22R;</u></p> <p><u>(b) of the number reported for (3)(a)(ii), the number of decisions where redress has been capped under:</u></p> <p><u>(i) the adjusted commission plus interest cap, as set out in CONRED 6.4.19R;</u></p> <p><u>(ii) the adjusted realised cost of credit cap, as set out in CONRED 6.4.20R; or</u></p> <p><u>(iii) the total cost of credit cap, as set out in CONRED 6.4.21R;</u></p> <p><u>(4) the total number of redress determinations issued by the lender at any step of the scheme;</u></p> <p><u>(5) of the number reported for (4), the number of redress determinations (by type of relevant</u></p>				
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		<p><u>arrangement, see CONRED 6.9.23R) issued where the lender made no offer of redress;</u></p> <p><u>(6) of the number reported for (4), the number of redress determinations which were referred to the Financial Ombudsman Service and which the Financial Ombudsman Service:</u></p> <p>(a) <u>rejected; or</u></p> <p>(b) <u>upheld;</u></p> <p><u>(7) the total value of redress paid:</u></p> <p><u>(a) under this chapter, within 1 month of the acceptance of the redress determination, in accordance with deadline for payment in CONRED 6.4.38R(3);</u></p> <p><u>(b) under this chapter, outside of the 1-month deadline referred to in (7)(a); or</u></p> <p><u>(c) following an award by the Financial Ombudsman Service</u></p> <p><u>(8) the total value of redress offered by the lender but not accepted by the consumer.</u></p>				
<u>CONRED 6.9.18R</u>	<u>See above for CONRED 6.9.13R</u>	<p><u>The detailed monthly report must also include the following information in relation to financial resources:</u></p> <p><u>(1) the value of redress not paid yet;</u></p> <p><u>(2) the total liquid assets held (cash and cash equivalent);</u></p> <p><u>(3) the net assets (or liability) position;</u></p> <p><u>(4) a 3-month forecast of the total liquid assets held (cash and cash equivalent); and</u></p> <p><u>(5) the amount of redress due that has neither been paid out nor provisioned for.</u></p>	<u>See above for CONRED 6.9.13R.</u>	<u>See above for CONRED 6.9.13R</u>		
<u>CONRED 6.9.20R</u>	<u>See above for CONRED 6.9.13R.</u>	<u>The detailed monthly report must also include the following information in relation to timeliness:</u>	<u>See above for CONRED 6.9.13R</u>	<u>See above for CONRED 6.9.13R</u>		

		<p><u>(1) the number of provisional redress decisions (sent in accordance with CONRED 6.3.20R(2)(a) and CONRED 6.3.26R(2)(a)) that were issued:</u></p> <p><u>(a) within 4 weeks of starting the third scheme step; and</u></p> <p><u>(b) within 6 weeks of starting the third scheme step;</u></p> <p><u>(2) the number of provisional redress decisions (sent in accordance with CONRED 6.4.6R(2)(a) and CONRED 6.4.36R) that were issued:</u></p> <p><u>(a) within 4 weeks of starting the fourth scheme step; and</u></p> <p><u>(b) within 6 weeks of starting the fourth scheme step;</u></p> <p><u>(3) the number of consumer responses to provisional redress decisions that (in accordance with CONRED 6.3.27R(2), CONRED 6.3.27R(3) and CONRED 6.3.27R(4)(a)) were responded to in the third scheme step by the lender:</u></p> <p><u>(a) within a 7-day period beginning on the day the response was received; and</u></p> <p><u>(b) outside of the 7-day period in (3)(a), including:</u></p> <p><u>(i) the number of responses that were sent to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of responses that were sent to a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(4) the number of consumer responses to provisional redress decisions that (in accordance with CONRED 6.4.37R(2), CONRED 6.4.37R(3) and CONRED 6.4.37R(4)(a)) were responded to in the (fourth and fifth scheme steps in CONRED 6.4) by the lender:</u></p>				
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			<p><u>(a) within a 7-day period beginning on the day the response was received; and</u></p> <p><u>(b) outside of the 7-day period in (4)(a), including:</u></p> <p><u>(i) the number of responses that were sent to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(ii) the number of responses that were sent to a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(5) the number of redress determinations that (in accordance with CONRED 6.3.27R(5)(a) and CONRED 6.4.37R(5)) were:</u></p> <p><u>(a) where the lender received further details of the consumer's objection to the provisional redress decision:</u></p> <p><u>(i) issued by the lender within 2 months of the day the lender received the further details from the consumer; and</u></p> <p><u>(ii) issued by the lender outside of the 2-month period in (5)(a)(i), including:</u></p> <p><u>(A) the number of redress determinations that were issued to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(B) the number of redress determinations that were issued to a consumer not represented by a professional representative, such as a claims management company or a solicitor.</u></p> <p><u>(b) where the lender received no further details of the consumer's objection within 1 month of the lender's acknowledgement requesting further details from the consumer:</u></p>				
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			<p><u>(i) issued by the lender within 2 months of the date of expiry of that 1-month period; and</u></p> <p><u>(ii) issued by the lender outside of the 2-month period in (5)(b)(i), including:</u></p> <p><u>(A) the number of redress determinations that were issued to a consumer represented by at least one professional representative, such as a claims management company or a solicitor; and</u></p> <p><u>(B) the number of redress determinations that were issued to a consumer not represented by a professional representative, such as a claims management company or a solicitor;</u></p> <p><u>(6) the number of redress determinations that (in accordance with CONRED 6.3.27R(7) and CONRED 6.4.37R(6)) were sent by the lender when the consumer did not respond to the provisional redress decision within 1 month:</u></p> <p><u>(a) within 1 month of the expiry of that period; and</u></p> <p><u>(b) outside of the 1-month period in (6)(a);</u></p> <p><u>(7) the number of redress payments made under the scheme:</u></p> <p><u>(a) within 1 month of the consumer's acceptance of a redress determination (or provisional redress decision in CONRED 6.4.37R(3)); and</u></p> <p><u>(b) outside of the 1-month period in (7)(a).</u></p>				
<p>SYSC 24 Annex 1 3.1R</p>	<p>(1) The table in <del>SYSC 24 Annex 1 3.2R</del> SYSC 24 Annex 1 3.3R sets out which FCA-prescribed senior management responsibilities apply to which type of SMCR insurance firm.</p> <p>...</p>					<p>Correction of typo</p>	<p>1/5/2026</p>

This document was last updated in May 2026.

If you have any comments on this list, please email [handbook.feedback@fca.org.uk](mailto:handbook.feedback@fca.org.uk).