



Reference Nos. UT-2026-000045  
UT-2026-000046  
UT-2026-000047  
UT-2026-000048

**IN THE UPPER TRIBUNAL  
TAX AND CHANCERY CHAMBER**

**B E T W E E N**

**(1) CA AUTO FINANCE UK LIMITED  
(2) CONSUMER VOICE LIMITED  
(3) MERCEDES-BENZ FINANCIAL SERVICES UK LIMITED  
(4) VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED**

**Applicants**

**-and-**

**FINANCIAL CONDUCT AUTHORITY**

**Respondent**

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**DIRECTION**

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**UPON** the applications for review filed by the Applicants under section 404D of the Financial Services and Markets Act 2000 (“the Applications”)

**AND UPON** hearing from Leading Counsel for each of the Applicants and Leading Counsel for the Respondent at a case management hearing on 29 June 2026

**AND UPON** the Respondent undertaking not to exercise its powers under Part XIV of the Financial Services and Markets Act 2000 (Disciplinary Measures) by reason of a failure by a firm to complete a step required of it by the Rules listed in Appendix 1 to this Order within 7 weeks of the periods of time specified in CONRED 5.2.9R(2)(f) / 6.2.9R(2)(f) or CONRED 5.2.17R(2)(a) / 6.2.17R(2)(a) and, where a firm completes a step required of it by the Rules within 7 weeks of such periods of time, not to treat the firm as being non-compliant with the Rules for that reason.

**IT IS DIRECTED** that:

1. The Rules listed in Appendix 1 to this Order are to remain in force. The remaining Rules in CONRED 5 and CONRED 6, within the Redress sourcebook of the FCA Handbook, shall be suspended until further order of the Tribunal or until the final determination of the Applications.
2. This direction shall be treated as taking effect from the date of the case management hearing on 29 June 2026.
3. No order as to costs.

**Mr Justice Thompsell**  
**Upper Tribunal Judge Jonathan Cannan**

**Release date: 1 July 2026**