FINANCIAL CONDUCT AUTHORITY

Handbook Notice No 146

November 2026

Contents

1	Overview	2
2	Summary of changes	4
3	Consultation feedback	8
4	Additional information	14
	Annex	16

1 Overview

Legislative changes

1.1 On 22 October 2026, the Board of the Financial Conduct Authority (FCA) made the relevant changes to the Handbook as set out in the instruments listed below.

CP	Title of instrument	Instrument No	Changes effective
CP25/34	Environmental, Social and Governance Ratings Instrument 2026	FCA 2026/69	03/11/2026 29/06/2028

1.2 On 30 October 2026, the Board of the Financial Conduct Authority (FCA) made the relevant changes to the Handbook as set out in the instrument listed below.

CP	Title of instrument	Instrument No	Changes effective
CP25/30	Technical Standards (EMIR Intragroup Transactions) (Amendment) Instrument 2026	FCA 2026/66	01/01/2027

1.3 On 19 November 2026, the Board of the Financial Conduct Authority (FCA) made the relevant changes to the Handbook as set out in the instrument listed below.

CP	Title of instrument	Instrument No	Changes effective
CP25/36	Client Categorisation Instrument 2026	FCA 2026/72	01/12/2026
CP25/36	Simplifying the Conflicts of Interest Rules Instrument 2026	FCA 2026/73	20/11/2026
CP26/32	Complaints Reporting (Amendment) Instrument 2026	FCA 2026/76	31/12/2026
CP26/32	Lloyds of London Complaints Handling Instrument 2026	FCA 2026/77	20/11/2026

Summary of changes

1.4 The legislative changes referred to above are listed and briefly described in Chapter 2 of this notice.

Feedback on responses to consultations

1.5 Consultation feedback is published in Chapter 3 of this notice or in a separate policy statement.

FCA Board dates for 2026-2027

1.6 The table below lists forthcoming FCA Board meetings. These dates are subject to change without prior notice.

FCA board meetings		
December	10	2026
January	28	2027
February	25	2027
March	25	2027
April	29	2027
May	27	2027
June	24	2027
July	29	2027
September	30	2027
October	28	2027
November	25	2027
December	9	2027

2 Summary of changes

2.1 This Handbook Notice describes the changes to the FCA Handbook and other material made by the FCA Board under its legislative and other statutory powers on 22 October 2026, 30 October 2026 and 19 November 2026. Where relevant, it also refers to the development stages of that material, enabling readers to look back at developmental documents if they wish. For information on changes made by the Prudential Regulation Authority (PRA) please see www.bankofengland.co.uk/news/publications.

Environmental, Social and Governance Ratings Instrument 2026

2.2 Following consultation in CP25/34, the FCA Board has made changes to the Handbook sections listed below:

Glossary of definitions
PRIN 3.4
SYSC 1 Annex 1, 6.1, 6.3, 8.1 and 10.1
FEES 3 Annex 1 and 4 Annex 1A
ESG 1.1 and 1.2
SUP 16.1, 16.26 and 16.30
DISP 1.1, 1 Annex 2, 2.3, 2.5 and 2 Annex 1
PERG 1.4, 2.4, 2.7, 2.8 and 2 Annex 2

2.3 The FCA Board inserted the following new chapters:

ESG 6
PERG 19

2.4 The FCA Board inserted the following new schedules:

ESG Sch 1, Sch 2, Sch 3

2.5 In summary, this instrument makes changes to bring ESG ratings within our regulatory perimeter.

2.6 This instrument comes into force on 29 June 2028, except Part 1 of Annex D which comes into force on 3 November 2026. Feedback is published in a separate policy statement.

Technical Standards (EMIR Intragroup Transactions) (Amendment) Instrument 2026

2.7 Following consultations in CP25/30, the FCA Board has made changes to the following technical standards:

Commission Delegated Regulation (EU) 2016/2251 of 4 October 2016 supplementing Regulation (EU) No 648/2012 of the European Parliament and of the Council on OTC derivatives, central counterparties and trade repositories with regard to regulatory technical standards for risk-mitigation techniques for OTC derivative contracts not cleared by a central counterparty

Commission Delegated Regulation (EU) No 149/2013 of 19 December 2012 supplementing Regulation (EU) No 648/2012 of the European Parliament and of the Council with regard to regulatory technical standards on indirect clearing arrangements, the clearing obligation, the public register, access to a trading venue, non-financial counterparties, and risk mitigation techniques for OTC derivatives contracts not cleared by a CCP

2.8 In summary, this instrument makes changes to streamline the process for counterparties to obtain intragroup exemptions from the clearing obligation and bilateral margin requirements under UK EMIR. The changes will reduce the operational burdens, making it quicker and easier for counterparties to use exemptions to support their business activities, whilst also maintaining appropriate regulatory oversight.

2.9 This instrument comes into force on 1 January 2027. Feedback is published in a separate policy statement.

Client Categorisation Instrument 2026

2.10 Following consultation in CP25/36, the FCA Board has made changes to the Handbook sections listed below:

Glossary of definitions
GEN TP 5
COBS 1.1, 1 Annex 2, 4.1, 4.12B, 9B.3, 11.7, 18.6, 18.6A, 18.8A and Sch 1.3
CASS 10.3
PROD 3.2 and 3.4
CONRED App 1
DISC 1A.1

2.11 The FCA Board deleted the following chapter:

COBS 3

2.12 The FCA Board deleted the following transitional provisions:

COBS TP 1

2.13 The FCA Board inserted the following chapter:

COBS 3A

2.14 The FCA Board inserted the following transitional provisions:

COBS TP 1A

2.15 In summary, this instrument makes changes to the Handbook to reset how firms distinguish between retail and professional clients.

2.16 This instrument comes into force on 1 December 2026. Feedback is published in a separate policy statement.

Simplifying the Conflicts of Interest Rules Instrument 2026

2.17 Following consultation in CP25/36, the FCA Board has made changes to the Handbook sections listed below:

SYSC 1.1A, 1 Annex 1, 3.3 and 10.1
COBS 2.3A and 9B.8
PROD 4.1

2.18 The FCA Board deleted the following section:

SYSC 10.1A

2.19 The FCA Board inserted the following new transitional provisions

SYSC TP 15

2.20 In summary, these instruments make changes to the Handbook to reduce the length and complexity of the conflicts of interest rules.

2.21 This instrument comes into force on 20 November 2026. Feedback is published in a separate policy statement.

Complaints Reporting (Amendment) Instrument 2026

2.22 Following consultation in CP26/32, the FCA Board has made changes to the Handbook sections listed below:

Glossary of definitions
DISP 1.1 and 1.10

2.23 In summary, this instrument makes changes to the Handbook to improve the clarity and consistency of the Handbook rules on complaints reporting and reduce the risk of confusion for firms about their reporting and publication obligations.

2.24 This instrument comes into force on 31 December 2026. Feedback is published in Chapter 3 of this notice.

Lloyds of London Complaints Handling Instrument 2026

2.25 Following consultation in CP26/32, the FCA Board has made changes to the Handbook section listed below:

DISP 1.11

2.26 In summary, this instrument enables the Society of Lloyd's to move from a 2-stage process to a single stage process.

This instrument comes into force on 20 November 2026. Feedback is published in Chapter 3 of this notice.

3 Consultation feedback

3.1 This chapter provides feedback on consultations that will not have a separate policy statement published by the FCA.

CP26/32: Complaints Reporting (Amendment) Instrument 2026

Background

3.2 We consulted on changes to the way firms report complaints in Consultation Paper (CP) 25/13. The final rules were subsequently approved by the FCA Board and published in Policy Statement (PS) 25/19. These changes to the rules in the Dispute Resolution: Complaints sourcebook (DISP) take effect from 31 December 2026.

3.3 In CP26/32, we consulted on 2 further changes:

- Removing an incorrectly duplicated reporting requirement from the consumer credit return (CCR) that already appears in the claims management companies return.

- Clarifying that all firms, including payment services and e-money firms, must publish complaints data where they receive 500 or more complaints within a 6-month reporting period.

3.4 These changes are intended to take effect alongside those already made, such that all changes come into force on 31 December 2026.

Summary of proposals

3.5 The incorrect CCR reporting requirement concerns redress paid in connection with the claims management fee cap. The policy intention is that this reporting requirement applies only to claims management companies. Therefore, it should only be included in the claims management companies return and not the CCR.

3.6 Removing this requirement will avoid unnecessary confusion for firms completing the CCR, as it relates to information that is not relevant to their complaints activity or permissions.

3.7 The second change aligns DISP 1.10 and DISP 1.10A with the policy position confirmed in PS25/19 that complaint data publication requirements apply to all firms – including payment services and e-money firms – which receive 500 or more complaints in a 6-month reporting period. We are amending the Handbook Glossary definition of 'firm' to make clear that payment services and e-money firms are within the scope of these requirements.

3.8 The change will ensure the consistent application of the rules as intended and maintain transparency and consumer confidence in the financial services system.

How this links to our objectives

3.9 These changes improve the clarity and consistency of the Handbook rules on complaints reporting and reduce the risk of confusion for firms about their reporting and publication obligations. They support our consumer protection objective by ensuring the consistent application of complaints reporting and data publication requirements, helping to maintain public confidence in the financial services system.

Feedback

3.10 We received 3 responses. All supported the proposal to remove the duplicated CCR reporting requirement. Two respondents further agreed with the proposal to change the Handbook Glossary to include payment service and e-money firms. The third respondent did not provide a view on the proposal on the Handbook Glossary. We summarise the broad comments received in relation to each below.

- In relation to the incorrect CCR reporting requirement, respondents noted our proposal was sensible and proportionate, and removed the scope for inconsistent submissions and uncertainty over reporting responsibilities. They also noted that it prevents the collection of a second copy of information without a distinct supervisory purpose. One respondent suggested that historical reporting documentation should be retained following the change. We clarify that this data has not previously been collected through the CCR. The requirement will continue to apply through the claims management company return. Our change simply removes the duplicated requirement from the CCR, where it does not apply.

- Regarding the change to the Handbook Glossary to include payment service and e-money firms, respondents welcomed our approach, noting that it achieves consistency with our policy intent and that the Handbook rules should reflect this to avoid uncertainty.

Our response

3.11 We agree with respondents that these changes improve clarity and consistency and reflect the policy position set out in PS25/19. We are therefore making the proposed amendments as consulted on.

Cost benefit analysis

3.12 Section 138I(2)(a) of the Financial Services and Markets Act 2000 (FSMA) requires us to publish a cost benefit analysis (CBA) when proposing draft rules unless, in accordance with section 138L(3) of FSMA, we believe that there will be

no increase in costs or that the increase will be of minimal significance. In CP26/32 (paragraphs 5.7 to 5.10), we explained our view that no new CBA was required for our proposals because the amendments would not lead to an increase in costs or the increase would be of minimal significance. Our position remains unchanged following the consultation.

Equality and diversity statement

3.13 We continue to believe that the rules we have made will not have a negative impact on any of the groups with protected characteristics under the Equality Act 2010 and no concerns were raised during consultation.

Rule Review Framework

3.14 We have taken into account our duties under the Rule Review Framework and consider that these changes do not require ongoing monitoring.

CP26/32: Lloyds of London Complaints Handling Instrument 2026

Background

3.15 The Society of Lloyd's (Lloyd's) currently operates a 2-stage complaints handling process for its customers (see section 1.5 in Code for Complaints Handling (March 2024)). At a high level, the process works as follows:

- Stage 1: A Lloyd's managing agent carries out their review of a complaint from a complainant and provides a response within 2 weeks.

- Stage 2: Where agreement is not reached after Stage 1, customers can escalate their complaint to Lloyd's for an independent review to receive a final response, typically within 8 weeks.

3.16 Lloyd's is seeking to change from a 2-stage complaints process to a single-stage process. Managing agents will be solely responsible for handling complaints and Lloyd's will no longer have direct contact with complainants. Lloyd's will, however, retain a residual power to intervene in individual complaints in some circumstances (including for cases that go to the Financial Ombudsman Service (the Financial Ombudsman)). Irrespective of this, a final response will be provided within 8 weeks.

Summary of proposals

3.17 We make provisions in DISP 1.11 (The Society of Lloyd's) for how complaints handling rules apply to Lloyd's. As the Lloyd's current 2-stage complaints process is written into the Handbook (at DISP 1.11.8G), any change to that process by Lloyd's would require a

corresponding amendment to the Handbook. In Chapter 6 of CP26/32, we consulted on amendments to DISP 1.11.8G to remove the reference to a 2-stage complaints process.

3.18 The amendment in our rules would enable Lloyd's to move to a single-stage complaint handling process, bringing its approach in line with the FCA's expectations for other firms. As set out in CP26/32, we do not consider there to be a clear justification for holding Lloyd's to a different standard and Lloyd's should have the discretion to operate its complaints handling arrangements as it sees fit, provided that customers remain appropriately protected. The amendment would not change the policy intention behind our Handbook guidance and the guidance would continue to ensure customers can make complaints and have them assessed and resolved promptly.

Impact on customers of Lloyd's

3.19 As described in CP26/32, we expect the change to impact the following parties as set out below.

- Customers of Lloyd's: It would give complainants a simpler process and a more direct route to the Financial Ombudsman, without changing when they may refer a complaint.

- Managing agents: Managing agents would benefit from having more time to address complaints, enabling them to deliver responses that have been more thoroughly analysed.

- The Financial Ombudsman: There could be a small increase in the number of complaints the FOS receives. However, any increase would be accompanied by an increase in the case fees.

How this links to our objectives

3.20 The amendments advance our operational objectives of securing an appropriate degree of consumer protection and promoting effective competition in the interests of consumers. The change preserves consumers' ability to raise complaints with a managing agent. In addition, the removal of the Lloyd's additional complaint handling stage is expected to simplify the complaints process for consumers, providing a more direct route to the Financial Ombudsman without diminishing consumer protections.

Feedback

3.21 We received 6 responses, all of which supported our proposal to remove the reference to the 2-stage process. Respondents agreed with the potential for this to simplify the customer journey. While supporting the proposal, respondents also highlighted considerations relating to implementation as well as wider issues relating to the complaints framework. Non-confidential views are set out below.

Clarity and communication

3.22 One respondent flagged the importance of clarity over the different parties in the new complaints process and their distinct roles. The same respondent also highlighted the importance of communication with customers, including explanation of the new route for escalating complaints and the process for referral to the Financial Ombudsman in decisions by managing agents. Another respondent said Lloyd's could provide guidance on its expectations to managing agents. A different respondent said that any intervention by Lloyd's should not lead to confusion on the part of the complainant about when they may take a complaint to the Financial Ombudsman.

Transition and implementation

3.23 One response said it should be clear in final arrangements how complaints already underway will be handled, including for cases awaiting a second-stage review. The respondent also referenced the activities firms would need to undertake to update their processes, highlighting that the transition to a new process must not lead to customers receiving conflicting explanations. The same respondent stated that the 8-week period for a decision on a complaint should not become a target but remain an upper limit.

Monitoring

3.24 Some respondents indicated the need for monitoring following implementation of the single-stage process. Some suggested that monitoring metrics should include indicators of customer confusion, time to complaint resolution and Financial Ombudsman referrals, as well as any impact on vulnerable customers. One respondent said that the FCA should undertake this monitoring, while another suggested that the FCA should work with Lloyd's to carry out a proportionate post-implementation review.

Our response

3.25 Given the overall support for our proposal, we are proceeding with the change as consulted on.

3.26 We recognise the importance of the considerations highlighted by respondents as the changes to the complaints process are implemented. We consider that maintaining clear communication is important throughout the complaints process, including signposting of the process of referral to the Financial Ombudsman. We also agree that transition and implementation arrangements should be carefully managed and not lead to adverse outcomes for customers. We consider the practical implementation of these changes to be a matter for Lloyd's and its managing agents.

3.27 We acknowledge the points raised by respondents on reviewing the impact of the changes. Due to the nature of the changes, the rule changes set out here are exempt from the requirement to be monitored under our Rule Review Framework. However, the operation and outcomes of the changes will be considered in the course of our existing wider supervisory and regulatory activities. Changes to resolution times and uphold rates following the move to

a single-stage complaints process will be surfaced by our business-as-usual work on complaint reporting.

Cost benefit analysis

3.28 Section 138I(2)(a) of the Financial Services and Markets Act 2000 (FSMA) requires us to publish a cost benefit analysis (CBA) when proposing draft rules unless, in accordance with section 138L(3) of FSMA, we believe that there will be no increase in costs or that the increase will be of minimal significance. In CP26/32, we explained our view that no CBA was required for our proposals because the amendments would not lead to an increase in costs or the increase would be of minimal significance. Our position remains unchanged.

Equality and diversity statement

3.29 We continue to believe that the rules we have made will not have a negative impact on any of the groups with protected characteristics under the Equality Act 2010 and no concerns were raised during consultation.

Rule Review Framework

3.30 As set out above, we have taken into account our duties under the Rule Review Framework and consider that these changes do not require ongoing monitoring.

4 Additional information

Making corrections

4.1 The FCA reserves the right to make correctional or clarificatory amendments to the instruments made at the Board meeting without further consultation should this prove necessary or desirable.

Publication of Handbook material

4.2 This notice is published on the FCA website and is available in hardcopy.

4.3 The formal legal instruments (which contain details of the changes) can be found on the FCA's website listed by date, reference number or module at www.handbook.fca.org.uk/instrument. The definitive version of the Handbook at any time is the version contained in the legal instruments.

4.4 The changes to the Handbook are incorporated in the consolidated Handbook text on the website as soon as practicable after the legal instruments are published.

4.5 The consolidated text of the Handbook can be found on the FCA's website at www.handbook.fca.org.uk/. A print version of the Handbook is available at https://finreg-e.com/fca-handbook-print-and-subscription-service/.

4.6 Copies of the FCA's consultation papers referred to in this notice are available on the FCA's website.

Obligation to publish feedback

4.7 This notice fulfils for the relevant text made by the Board the obligations in sections 138I(4) and (5) and similar sections of the Financial Services and Markets Act 2000 ('the Act'). These obligations are: to publish an account of representations received in response to consultation and the FCA's response to them; and to publish (where applicable) details of any significant differences between the provisions consulted on and the provisions made by the Board, with a cost benefit analysis and a statement under section 138K(4) of the Act if a proposed altered rule applies to authorised persons which include mutual societies.

Comments

4.8 We always welcome feedback on the way we present information in the Handbook Notice. If you have any suggestions, they should be sent to handbook.feedback@fca.org.uk (or see contact details at the end of this notice).

Annex

List of non-confidential respondents

We are required by section 138I(4A) of the Act to include a list of the names of respondents to rules consultations where the respondent has consented to the publication of their name. This annex lists the names of consenting respondents for consultations where those names are not otherwise listed in a separate consultation response document.

CP26/32: Complaints Reporting (Amendment) Instrument 2026

AJG Regulatory Solutions Limited

Daniel Bruno Corvelo Costa

CP26/32: Lloyds of London Complaints Handling Instrument 2026

AJG Regulatory Solutions Ltd

Daniel Bruno Corvelo Costa

Handbook Notice 146

This Handbook Notice describes the changes to the Handbook and other material made by the Financial Conduct Authority (FCA) Board under its legislative and other statutory powers on 22 October 2026, 30 October 2026 and 19 November 2026.

It also may contain information about other publications relating to the Handbook and, if appropriate, lists minor corrections made to previous instruments made by the Board.

Contact names for the module is listed in the relevant consultation paper referred to in this notice.

General comments and queries on the Handbook can be addressed to:

Mary McGowan
Tel: 020 7066 1321
Email: Mary.McGowan@fca.org.uk

However, queries on specific requirements in the Handbook should be addressed first to your normal supervisory contact in the FCA. For most firms this will be the FCA's Supervision Hub:

Tel: 0300 500 0597
Email: firm.queries@fca.org.uk
Post: Supervision Hub
Financial Conduct Authority
12 Endeavour Square
London E20 1JN

All our publications are available to download from www.fca.org.uk. If you would like to receive this paper in an alternative format, please call 020 7066 0790 or email publications_graphics@fca.org.uk or write to Editorial and Digital Department, Financial Conduct Authority, 12 Endeavour Square, London E20 1JN.

© Financial Conduct Authority 2021
12 Endeavour Square, London E20 1JN
Telephone: +44 (0)20 7066 1000
Website: www.fca.org.uk
All rights reserved