



No.42

Handbook Notice

March 2017

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1. Overview

Legislative changes

- 1.1** On 15 March 2017, the Board of the Financial Ombudsman Service made the relevant changes to the Handbook in the instrument listed below, subject to the consent and approval of the FCA. On 30 March 2017, the FCA Board consented to the making and amendment of the scheme rules by the Financial Ombudsman Service Ltd, and approved the fixing and variation of standard terms as made by the Board of the Financial Ombudsman Service Ltd.

CP	Title of instrument	Instrument No.	Changes effective
<u>FOS</u>	Fees Manual (Financial Ombudsman Service Case Fees 2017/2018) Instrument 2017	FOS 2017/2	1.4.17

- 1.2** On 30 March 2017, the Board of the Financial Conduct Authority also made changes to the Handbook in the instruments listed below.

CP	Title of instrument	Instrument No.	Changes effective
<u>16/39</u>	Training and Competence Sourcebook (Qualification Time Limits and Qualifications Amendments) Instrument 2017	FCA 2017/13	31.3.17
<u>16/33</u>	Fees (Miscellaneous Amendments) (No 10) Instrument 2017	FCA 2017/14	1.4.17
<u>17/1</u>	Financial Services Compensation Scheme (Management Expenses Levy Limit 2017/2018) Instrument 2017	FCA 2017/15	1.4.17
<u>16/35</u>	Fees (Payment Systems Regulator) (No 3) Instrument 2017	FCA 2017/16	15.4.17
<u>16/39</u>	Supervision Manual (Reporting No 4) Instrument 2017	FCA 2017/17	31.3.17; 30.6.17; 3.1.18

<u>16/39</u>	Disclosure Guidance and Transparency Rules Sourcebook (Miscellaneous Amendments) (No 2) Instrument 2017	FCA 2017/19	1.10.17
<u>16/19;</u> <u>16/43</u>	Fees (MiFID 2 Application Fees) Instrument 2017	FCA 2017/20	2.4.17

- 1.3** These instruments can be found online here: www.handbook.fca.org.uk/instrument.

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 2017

- 1.6** The table below contains a list of forthcoming FCA board meetings. These dates are subject to change without prior notice.

April	27
May	25
June	22
July	20
September	11 and 12
October	19
November	8 & 9
December	6 and 7

2. Summary of changes

- 2.1** This chapter briefly describes FCA Handbook changes made by the Board on 30 March 2017. It also describes changes made by the Board of the Financial Ombudsman Service to their rules and standard terms on 15 March 2017. 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 <http://www.bankofengland.co.uk/PRA/Pages/publications/default.aspx>

Fees Manual (Financial Ombudsman Service Case Fees 2017/2018) Instrument 2017 (FOS 2017/2)

- 2.2** Following consultation¹, the Board of the Financial Ombudsman Service has made, and the FCA Board has approved, changes to the FCA Handbook sections listed below:

FEES 5 Annexes 2R and 3R

- 2.3** In summary, this instrument makes changes to the Handbook to update the lists of constituent firms in the Charging Groups and make minor changes to the volumes in the group fee arrangements.
- 2.4** These changes come into force on **1 April 2017**. Feedback to this consultation is published by the Financial Ombudsman Service.²

Training and Competence Sourcebook (Qualifications Time Limits and Qualifications Amendments) Instrument 2017 (FCA 2017/13)

- 2.5** Following consultation in CP16/39³, the FCA Board has made changes to the FCA Handbook sections listed below:

**Glossary
TC 2 and Appendix 4**

- 2.6** In summary, this instrument makes changes to improve the clarity of the Handbook text, improve the quality of the data we collect and lower the burden of reporting on firms.
- 2.7** This instrument comes into force on **31 March 2017**. Feedback to this consultation is published in Chapter 3 of this Notice.

Fees (Miscellaneous Amendments) (No 10) Instrument 2017 (FCA 2017/14)

- 2.8** Following consultation in CP16/33⁴, the FCA Board has made changes to the FCA Handbook sections listed below:

FEES 4 and TPs

- 2.9** In summary, this instrument makes changes to introduce an income measure for the calculation of periodic fees for Recognised Investment Exchanges and Benchmark Administrators, and replace the higher-band flat fees paid by the Service Companies, which are already based on income, with a variable rate.
- 2.10** This instrument comes into force on **1 April 2017**. Feedback to this consultation will be published in the consultation paper (CP) on FCA regulated fees and levies which we intend to publish in April.

¹ <http://www.financial-ombudsman.org.uk/publications/plan-and-budget-2017-18.pdf>

² <http://www.financial-ombudsman.org.uk/publications/plan-budget.htm>

³ CP16/39 'Quarterly Consultation Paper No. 15' (December 2016)

⁴ CP16/33 'Regulatory fees and levies: policy proposals for 2017/18' (January 2017)

Financial Services Compensation Scheme (Management Expenses Levy Limit 2017/2018) Instrument 2017 (FCA 2017/15)

2.11 Following consultation in CP17/1⁵, the FCA Board has made changes to the FCA Handbook section listed below:

FEES 6 Annex 1R

2.12 In summary, this instrument makes changes to ensure that the FSCS has sufficient funds to operate and manage the compensation scheme, and have a contingency to continue to do so in the event of an unexpected significant increase in firm failures.

2.13 This instrument comes into force on **1 April 2017**. Feedback to this consultation is published in Chapter 3 of this Notice.

Fees (Payment Systems Regulator) (No 3) Instrument 2017 (FCA 2017/16)

2.14 Following consultation in CP16/35⁶, the FCA Board has made changes to the FCA Handbook sections listed below:

FEES 9 and TPs

2.15 In summary, this instrument makes changes to implement the policy proposals for the 2017/18 PSR regulatory fees.

2.16 This instrument comes into force on **15 April 2017**. Feedback to this consultation will be published in a separate Policy Statement.⁷

Supervision Manual (Reporting No 4) Instrument 2017 (FCA 2017/17)

2.17 Following consultation in CP16/39⁸, the FCA Board has made changes to the FCA Handbook sections listed below:

**FEES 4
SUP 16
DISP 1 Annex 1R
CONC 12**

2.18 In summary, this instrument makes changes to remove redundant text, amend guidance notes and amend data items to clarify how firms are required to report. Additionally this instrument makes changes to prepare SUP 16.12 to add the permission of operating an organised trading facility (OTF) to RAG 8 as part of our implementation of the Markets in Financial Instruments Directive II when it comes into force.

2.19 This instrument comes into force on **31 March 2017**, except for Annex C which comes into force on **30 June 2017** and Part 2 of Annex B which comes into force on **3 January 2018**. Feedback to this consultation is published in Chapter 3 of this Notice.

Disclosure Guidance and Transparency Rules Sourcebook (Miscellaneous Amendments) (No 2) Instrument 2017 (FCA 2017/19)

⁵ CP17/1 'Financial Services Compensation Scheme – management expenses levy limit 2017/18 (February 2017)

⁶ CP16/35 'PSR fees regulatory 2017/18' (November 2016)

⁷ To be published prior to 15 April 2017 at <https://www.psr.org.uk/psr-publications>

⁸ CP16/39 'Quarterly Consultation Paper No. 15' (December 2016)

- 2.20** Following consultation in CP16/39⁹, the FCA Board has made changes to the FCA Handbook section listed below:

DTR 6

- 2.21** In summary, this instrument makes changes to increase the accessibility of relevant regulated information for consumers. The proposed rules are also required for us to comply with the EEAP RTS.

- 2.22** This instrument comes into force on **1 October 2017**. Feedback to this consultation is published in Chapter 3 of this Notice.

Fees (MiFID 2 Application Fees) Instrument 2017 (FCA 2017/20)

- 2.23** Following consultation in CP16/19¹⁰ and CP16/43¹¹, the FCA Board has made changes to the FCA Handbook sections listed below:

**Glossary
FEES 3 and TPs**

- 2.24** In summary, this instrument makes changes to allow us to charge authorisation fees for new activities under MiFID 2.

- 2.25** This instrument comes into force on **2 April 2017**. Feedback to this consultation will be published in a separate Policy Statement.

3. Consultation feedback

- 3.1** This chapter provides feedback on consultations that will not have a separate Policy Statement published by the FCA.

CP16/39 Quarterly Consultation Paper No 15 – Changes to the Training and Competence Sourcebook (TC)

Training and Competence Sourcebook (Qualification Time Limits and Qualifications Amendments) Instrument 2017

Background

- 3.2** The Training and Competence sourcebook (TC) sets out the qualification requirements for individuals carrying on certain retail activities, eg advising on retail investment products. We consult each time a qualification is added or changed on the list of appropriate qualifications, or where other changes affecting the TC sourcebook are proposed.

Summary of proposals

⁹ CP16/39 'Quarterly Consultation Paper No. 15' (December 2016)

¹⁰ CP16/19 'Markets in Financial Instruments Directive II implementation proposals – Consultation Paper II' (July 2016)

¹¹ CP16/43 'Markets in Financial Instruments Directive II implementation – Consultation Paper IV' (December 2016)

3.3 In CP16/39¹² we proposed to:

- update the appropriate qualification listing and the Glossary definition for ‘accredited bodies’ for the ifs University College (formerly the ifs School of Finance/Chartered Institute of Bankers) to reflect its current name: The London Institute of Banking & Finance.

3.4 Additionally, we suggested adding the following new qualifications to the appropriate qualifications list in Part 2 of TC App 4.1.1E:

- The Chartered Insurance Institute – we proposed adding ‘Certificate in Pension Transfer Advice’ and ‘Diploma in Financial Planning (subject to gap fill) + AF7 Pension Transfers’. We proposed listing these as being appropriate for TC activity 11 (key 1¹³).

3.5 We also proposed to change the current time limit in which an employee must attain the appropriate qualification from 30 months to 48 months (4 years). Our current rules on appropriate qualification time limits are contained in TC 2.2A. These rules specify that if an employee carries on an activity in TC Appendix 1 which has an appropriate qualification requirement (other than an overseeing activity), the firm must ensure that the employee attains the appropriate qualification within 30 months of starting to carry on that activity.

Feedback

3.6 We received two responses agreeing with the proposed qualification listings, and one response to the proposed change to the name of ifs University. This was a technical drafting point from ifs University itself about how the name should be presented in our Handbook. We accepted this point and made the change.

3.7 We received six responses to the proposal to extend the time limit for appropriate qualifications, five of which agreed and one of which asked for greater clarification on our rationale behind the change.

3.8 Respondents who agreed with our proposals believed that:

- A longer qualification time limit will allow employees to focus on their skills and values as well as their knowledge. This means that more employees will become highly skilled over time.
- It is sensible to have the same time limit for all regulated activities and not to have an extension solely for MiFID II purposes.¹⁴
- The proposed extension is attractive for employees because it means they can take alternative learning routes to achieve qualified status.

3.9 The respondent that queried our rationale also asked why the qualification time limit should be extended to all activities in TC Appendix 1, when the FAMR¹⁵ report and recommendations were made in relation to retail investment advice only.

Our response

3.10 We agree that the extension to the qualification time limit helps firms focus on the development of their employees and not just specifically on their knowledge. We also agree that the extension to the time limit opens up alternative learning routes to achieving qualified status, some of which may go beyond the minimum level of educational attainment currently required in TC. For example, we already recognise appropriate qualifications in our TC Appendix 4 table that may take four years to complete, eg university degrees or gaining membership of a professional body.

¹² CP16/39 ‘Quarterly Consultation No. 15’ (December 2016)

¹³ Meets the full qualification requirement on, and after, 31 December 2012.

¹⁴ CP16/29 ‘Markets in Financial Instruments Directive II Implementation – Consultation Paper III’ (September 2016)

¹⁵ ‘Financial Advice Market Review: Final report’ (March 2016)

- 3.11** All stakeholders, including firms and employees, should be able to interpret our qualification time limit requirements easily, including where they may carry on one or more regulated activities in TC that require appropriate qualifications. We believe that a single qualification time limit for all regulated activities subject to our qualification requirements in TC will be clearer and provide more flexibility for all firms and employees. For the same reasons, we consider that harmonising the four year qualification time limit in TC with the four year time period for employees working under supervision in the ESMA guidelines will also help firms comply with their obligations and aid our ability to supervise them.
- 3.12** We do not believe that extending the time limit will diminish the intent of the original time limit or remove existing protections such as ensuring employees are appropriately supervised.
- 3.13** We will proceed to make the changes as proposed.

Cost benefit analysis and compatibility statement

- 3.14** The cost benefit analysis remains as published in CP16/39. In addition to the compatibility statement published in CP16/39, we have also had regard to the recommendations made by the Treasury under s. 1JA FSMA about aspects of the economic policy of Her Majesty's Government in connection with our general duties, in their recommendation letter dated 8 March 2017. Having had regard to the recommendations, we will proceed to make the changes as proposed.

Equality and diversity issues

- 3.15** We continue to believe these changes do not give rise to any discrimination.
- 3.16** The changes made by this instrument are listed in Chapter 2 of this Notice.

CP17/1 Financial Services Compensation Scheme – Management Expenses Levy Limit 2017/18

Financial Services Compensation Scheme (Management Expenses Levy Limit 2017/2018) Instrument 2017

Background

- 3.17** In CP17/1¹⁶ we and the Prudential Regulation Authority (PRA) proposed setting the FSCS management expenses levy limit (MELL) at £74.54 million for 2017/18 and set out an indicative breakdown of this figure by activity. The management expenses of the FSCS are the non-compensation costs that the FSCS incurs, or expects to incur, in connection with delivering its functions.
- 3.18** The proposed MELL of £74.54 million includes FSCS management expenses (or budget) of £69.24 million and a contingency reserve of £5.3 million. The management expenses of £69.24 million will be levied for 2017/18 to fund the FSCS's ongoing operating expenses such as IT and claims handling. The contingency reserve allows the FSCS to levy additional funds up to this limit to meet management expenses that were not expected when the annual levy was raised, without the need for any further consultation by the FCA and the PRA.
- 3.19** We asked:

Q1: Do you agree with the proposed MELL for 2017/18?

Q2: Do you have any comments on the proposed FSCS MELL for 2017/18?

¹⁶ CP17/1 'Financial Services Compensation Scheme – management expenses levy limit 2017/18' (January 2017)

Feedback and our response

- 3.20** Feedback mainly focused on how the FSCS proposes to:
- reduce claims handling costs
 - reprioritise spending within financial years, and
 - increase transparency around budget and activities
- 3.21** The FSCS has indicated that increasing value for money is an important objective for the organisation. Running costs largely depend on the volume of claims for compensation and any statutory or other mandatory requirements arising. However, the FSCS is committed to reducing costs over the remaining years of its five year plan through process efficiencies, by the increased automation of claims handling and by other investments in IT infrastructure.
- 3.22** The FSCS has been making significant investments through its Strategic Change Portfolio since 2010. This intends to enhance its processes and the scalability of its claims processing operations. The costs of this change programme have decreased by 11% year-on-year between 2016/17 and 2017/18, and the FSCS anticipates that these costs will continue to reduce year-on-year as projects are completed.
- 3.23** As a result of recent investment, the FSCS forecasts £0.4 million of efficiency savings in 2017/18 and expected annual savings on like-for-like claim volumes of £5 million. Lower unit costs for claims handling will be achieved through improved arrangements with outsourcers, including a shared claims handling platform. The FSCS is reducing paper applications, and simplifying and automating the claims handling process.
- 3.24** Overall the FSCS aims to achieve 5% year-on-year efficiency savings in non-claims handling costs.
- 3.25** One respondent asked how changing priorities within the Strategic Change Portfolio are identified and actioned. The FSCS has advised that projects are delivered in quarterly releases. Each release has a business case which includes resource and capability plans. Steering groups are held every two weeks to track progress and a monthly Change Portfolio Board sets priorities and authorises changes. In 2016/17, contingency funds within the Strategic Change Portfolio were used to fund management expenses arising from the unexpected failures of Enterprise and Gable.
- 3.26** On transparency, the FSCS made the links between its budget and activities clearer in its 2017/18 'Plan and Budget', published on 16 January 2017¹⁷. This transparency and the additional explanation in the MELL consultation paper were welcomed by some respondents.
- 3.27** However, others were concerned that the FSCS's Plan and Budget remains vague on some areas of spending, particularly the Strategic Change Portfolio. Another respondent raised concerns over the transparency of the allocation of specific costs for FCA regulated firms. During 2016 the FSCS, the PRA and the FCA agreed on a framework to provide for more effective oversight by the authorities without impinging on the FSCS's operational independence. As part of this, the FSCS has agreed to further improve transparency in its dealings with the authorities and the industry.
- 3.28** One respondent expressed concern about the compensation costs estimate, and the impact on the compensation costs levy, but that was not part of this consultation.
- 3.29** Since the consultation, the FSCS has proposed a £300,000 reallocation within its management expenses budget to increase its commercial borrowing facility. We support this proposal. We

¹⁷ <https://www.fscs.org.uk/industry/publications/plan-and-budget/>

do not plan to re-consult on this minor reallocation (0.5%) within the MELL as the overall requirement has not changed.

- 3.30** The unanticipated increase in claims volumes during 2016/17 has meant the FSCS had to use part of the contingency reserve for the first time since the banking crisis. The Chief Executive of the FSCS, Mark Neale, wrote to the FCA's and the PRA's respective Chief Executives on 17 February 2017 setting out in detail the additional costs that had been incurred, and the actions taken by the FSCS to mitigate the increase in costs. The FSCS has been asked to ensure that the industry is fully informed on the reasons for using the contingency.

Cost benefit analysis and compatibility statement

- 3.31** The cost benefit analysis and compatibility statement in our set out in CP17/1 remain valid and unchanged.

Equality and diversity issues

- 3.32** The equality and diversity statement in CP17/1 remains valid and unchanged. We received no comments on this statement.

- 3.33** We have made the rule changes to FEES on which we consulted. The final instrument does not differ from that consulted on and the changes made by this instrument are listed in Chapter 2 of this Notice.

CP16/39 Quarterly Consultation No. 15 – Changes to reporting requirements in the Supervision manual (SUP)

Supervision Manual (Reporting No 4) Instrument 2017

Background

- 3.34** In December 2016 we proposed changes to parts of Chapter 16 of the Supervision manual (SUP), the Consumer Credit sourcebook (CONC), the Fees manual (FEES), and Dispute Resolution: Complaints (DISP). These changes related to firms' reporting obligations and aimed to:

- improve the clarity of guidance notes
- change existing returns, and
- remove redundant text and disproportionate reporting requirements

Feedback

- 3.35** We received one submission in response to our consultation. The feedback did not comment specifically on our proposals but raised two areas that could be considered for further clarification: the complaints form for consumer credit firms in DISP 1 Annex 1 and the calculation of income by debt purchasers.

Our response

- 3.36** We are going ahead with the changes as set out in the original consultation paper as the feedback we received did not comment on the proposals discussed in the paper.

- 3.37** We will consider the additional points which were raised in the feedback and may address them in future consultations.

Cost benefit analysis and compatibility statement

- 3.38** The cost benefit analysis and compatibility statement from CP16/39 Chapter 8 have not changed because we did not alter the proposals following consultation.

Equality and diversity issues

- 3.39** We continue to believe these changes do not give rise to any equality and diversity issues nor do they give rise to unfair discrimination against protected groups as set out in CP16/39 Chapter 8.
- 3.40** The changes made by this instrument are listed in Chapter 2 of this Notice.

CP16/39 Quarterly Consultation No. 15 – Changes to the requirements in the Disclosure Guidance and Transparency Rules

Disclosure Guidance and Transparency Rules Sourcebook (Miscellaneous Amendments) (No 2) Instrument 2017**Background**

- 3.41** In Chapter 6 of the December 2016 'Quarterly Consultation Paper' (QCP)¹⁸, we proposed to add new rules to Chapter 6 of the Disclosure Guidance and Transparency Rules sourcebook (DTR). These new rules would enable us to comply with the requirements in articles 7 and 9 of the regulatory technical standards (RTS) on the Transparency Directive (2004/109/EC) (TD) concerning the European electronic access point¹⁹ (EEAP).

Feedback

- 3.42** We received 12 responses to our consultation from several issuers, consultancy firms and Primary Information Providers (PIPs). Eight respondents provided the same response.
- 3.43** Although respondents generally agreed with our proposals, the feedback we received highlighted that PIPs and issuers require at least six months to prepare for the proposed final rules.
- 3.44** We also received the following suggestions:
- One respondent suggested requiring issuers to publish multiple announcements instead of just one covering multiple topics, in order to be able to directly map the FCA headline codes and categories (DTR 8 Annex 2R) with the EEAP categories.
 - One respondent suggested taking into consideration that some entities issuing regulated information will legitimately not have an LEI (Legal Entity Identifier) code (eg private individuals and regulatory bodies).
 - One respondent suggested changing paragraph 3.1 of the proposed new DTR 6 Annex 1R so that it refers to announcements under the Market Abuse Regulation (MAR)²⁰ instead of only specifying article 19 of MAR.

Our response

- 3.45** We are proceeding with the proposals set out in Chapter 6 of CP16/39. The final rules will come into force on 1 October 2017. This is in line with the feedback we received about issuers and PIPs requiring at least six months preparation time before the changes come into force. Issuers will not need an LEI to file regulated information with us before this date. The following bullets summarise our response to each feedback suggestion as outlined in paragraph 3.44 above.

¹⁸ CP16/39 'Quarterly Consultation Paper No. 15' (December 2016).

¹⁹ Commission Delegated Regulation (EU) 2016/1437 of 19 May 2016 supplementing Directive 2004/109/EC of the European Parliament and of the Council with regard to regulatory technical standards on access to regulated information at Union level.

²⁰ Regulation (EU) No 596/2014 of the European Parliament and of the Council of 16 April 2014 on market abuse (market abuse regulation) and repealing Directive 2003/6/EC of the European Parliament and of the Council and Commission Directives 2003/124/EC, 2003/125/EC and 2004/72/EC.

- We do not think it is possible to directly map the FCA headline codes and categories (DTR 8 Annex 2R) against the EEAP categories. This is because, in contrast to the 10 EEAP categories, the FCA has circa 100 Headline codes and categories, each of which has a given priority assigned. PIPs use this information to prioritise how pending regulated information is disseminated in accordance with DTR 8.4.5R. Further, one of the EEAP categories includes 'inside information' disclosed under article 17 of MAR. It is not possible to map this category to any particular FCA category because, potentially, every FCA category could contain inside information and it would not be possible to separate out the inside information. For example, a half-year report could contain inside information. However, it would not be possible to move the inside information out from the half-year report and file it separately as otherwise the report would be incomplete.
- DTR 6.2 applies to:
 - an issuer whose transferable securities are admitted to trading on a regulated market and whose Home State is the UK, and
 - a person who has requested, without the issuer's consent, the admission of its transferable securities to trading on a regulated market

Regulatory bodies such as the FCA will not be an 'issuer' for the purpose of DTR 6.2. This means they will not require an LEI to file regulated information. For natural persons, because an issuer can be a natural person for the purpose of DTR 6.2, the requirement to supply an LEI will apply to these issuers.

- As we do not have discretion to change the list of classes and sub-classes of regulated information prescribed by the RTS, we have removed the reference to article 19 of MAR from paragraph 3.1 of DTR 6 Annex 1R. Because the RTS predated MAR, paragraph 2.2 of Section B of the RTS Annex refers to all information disclosed under article 6 of the Market Abuse Directive (2003/6/EC) (MAD). Although the classification for paragraph 2.2 is titled 'inside information', we consider that the reference to article 6 of MAD should be read as a reference to articles 17 and 19 of MAR. We have added a reference to article 19 of MAR in paragraph 2.2 of DTR 6 Annex 1R.

Cost benefit analysis and compatibility statement

- 3.46** As our final rules do not significantly differ from those consulted on, we consider that the cost benefit analysis and compatibility statement set out in Chapter 6 of CP16/39 remain valid.

Equality and diversity issues

- 3.47** We continue to consider that these changes do not give rise to any equality and diversity issues and that they do not give rise to unfair discrimination against protected groups as set out in Chapter 6 of CP16/39.

- 3.48** The changes made by this instrument are listed in Chapter 2 of this Notice.

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 <https://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 <https://www.handbook.fca.org.uk/>. A print version of the Handbook is available from The Stationery Office's shop at <https://www.tsoshop.co.uk/Financial-Conduct-Authority-FCA/>.
- 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, and the feedback to which paragraph 1.4 refers, fulfil 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 handbookproduction@fca.org.uk (or see contact details at the back of this Notice).

Handbook Notice 42

This Handbook Notice introduces the Handbook and other material made by the Financial Conduct Authority (FCA) Board under its legislative powers on 30 March 2017, and rules and standard terms also made by the Financial Ombudsman Service on 15 March 2017. Additionally, this Notice contains information about other publications relating to the Handbook.

Contact names for the individual modules are listed in the relevant Consultation Papers and Policy Statements referred to Chapter 1 of this Notice.

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

Emily How

Tel: 020 7066 2184

Email: emily.how@fca.org.uk

Emma Elder

Tel: 020 7066 0284

Email: emma.elder@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 Contact Centre:

Tel: 0300 500 0597

Fax: 020 7066 0991

Email: firm.queries@fca.org.uk

Post: Contact Centre
Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London E14 5HS

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