
STATUTORY INSTRUMENTS

2004 No. 454

FINANCIAL SERVICES AND MARKETS

The Financial Services and Markets Act 2000
(Transitional Provisions) (Complaints Relating
to General Insurance and Mortgages) Order 2004

Made - - - - 25th February 2004

Laid before Parliament 25th February 2004

Coming into force in accordance with article 1

**THE FINANCIAL SERVICES AND MARKETS ACT 2000
(TRANSITIONAL PROVISIONS) (COMPLAINTS RELATING
TO GENERAL INSURANCE AND MORTGAGES) ORDER 2004**

1. Citation, commencement and interpretation
2. Complaints made after commencement about acts or omissions before commencement
3. Procedure applying to relevant transitional complaints
4. Scheme rules applying to relevant transitional complaints
5. Determination of relevant transitional complaints
6. Funding and fees
7. Exemption from liability in damages
8. Privilege
9. Record-keeping and reporting requirements relating to relevant transitional complaints
10. Application of definition of “consumer” to customers of firms before commencement
11. Information
Signature
Explanatory Note