

**COMPLAINTS SOURCEBOOK (PIA OMBUDSMAN AWARDS)
INSTRUMENT 2003**

Powers exercised

- A. The Financial Services Authority makes this instrument in the exercise of the following powers in the Financial Services and Markets Act 2000 (“the Act”):
- (1) section 138 (General rule-making power);
 - (2) section 156 (General supplementary powers); and
 - (3) section 229 (Awards).
- B. The rule-making powers listed above are specified for the purpose of section 153(2) of the Act (Rule-making instruments).

Commencement

- C. This instrument comes into force on 1 June 2003.

Amendments to the Complaints sourcebook

- D. The Complaints sourcebook (DISP) is amended in accordance with the Annex to this instrument.

Citation

- E. This instrument may be cited as the Complaints Sourcebook (PIA Ombudsman Awards) Instrument 2003.

By order of the Board
15 May 2003

Annex

Amendments to the Complaints sourcebook (DISP)

In this Annex underlining indicates new text.

3.9.14R A *firm* must comply promptly with:

- (1) any money award or direction made by the *Ombudsman* or any award of money or other award made by an ombudsman appointed under the PIA Ombudsman scheme (including any interest payable by order of the PIA Ombudsman or the *Ombudsman*); and
- (2) any settlement which it agrees at an earlier stage of the procedures.