

**ELECTRONIC REPORTING REQUIREMENTS AND
STANDING DATA INSTRUMENT 2004**

Powers exercised

- A. The Financial Services Authority makes this instrument in the exercise of the following powers and related provisions 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 157(1) (Guidance).
- 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:
- (1) in respect of the transitional provisions in Annex B, on the dates specified in those provisions; and
 - (2) otherwise, on 1 April 2005.

Amendments to the Supervision manual (SUP)

- D. SUP is amended in accordance with Annex A to this instrument.

Amendments to the Dispute resolution: Complaints sourcebook (DISP)

- E. DISP is amended in accordance with Annex B to this instrument.

Amendments to the Credit Union sourcebook (CRED)

- F. CRED is amended in accordance with Annex C to this instrument.

Amendments to the Glossary

- G. The Glossary is amended in accordance with Annex D to this instrument.

Citation

- H. This instrument may be cited as the Electronic Reporting Requirements and Standing Data Instrument 2004.

By order of the Board
18 March 2004

Annex A

Amendments to the Supervision manual

In this Annex underlining indicates new text. Where an entire new section or annex is inserted, the place it goes is indicated and the text is not underlined.

16.1.3 R Table: Application of different sections of SUP 16

(1) Section(s)	(2) Categories of firm to which section applies	(3) Applicable rules and guidance
...		
<i>SUP 16.9</i>	...	
<u><i>SUP 16.10</i></u>	<u>All categories of <i>firm</i> except:</u> <u>(a) an <i>ICVC</i>;</u> <u>(b) a <i>UCITS qualifier</i>; and</u> <u>(c) a <i>credit union</i>.</u>	<u>Entire section</u>

After SUP 16.9 (Appointed representatives annual report) insert the following new section:

16.10 Confirmation of standing data

Application

16.10.1 G The effect of *SUP 16.1.1R* is that this section applies to every *firm* except:

(1) an *ICVC*; or

(2) a *UCITS qualifier*; or

(3) a *credit union*.

Purpose

16.10.2 G *Standing data* is used by the *FSA*:

- (1) to ensure that a *firm* is presented with the correct regulatory return when it seeks to report electronically;
- (2) in order to communicate with a *firm*;
- (3) as the basis for some sections of the *FSA Register*; and
- (4) in order to carry out thematic analysis across sectors and groups of *firms*.

16.10.3 G In view of the importance attached to *standing data*, and the consequences which may result if it is wrong, this section provides the framework for a *firm* to check and correct it.

Requirement to check the accuracy of standing data and to report to the FSA

16.10.4 R (1) Within 30 *business days* of its *accounting reference date*, a *firm* must check the accuracy of its *standing data* through the relevant section of the *FSA* website.

(2) If the *standing data* is correct, the *firm* must communicate that to the *FSA* using the electronic facility provided on the *FSA* website.

(3) If any *standing data* is incorrect, the *firm* must give the corrected *standing data* to the *firm's* usual supervisory contact at the *FSA* by electronic mail.

16.10.5 G The *standing data* is made available to the *firm* when the *firm* logs into the appropriate section of the *FSA* website. The *firm* should check the *standing data* and send any corrections to the *FSA*. If there are no errors, the *firm* will be asked to signal this by pressing the appropriate button on the web page.

16.10.6 G A *firm* may check, and submit corrections to, its *standing data* more frequently than annually.

After SUP 16 Annex 15, insert the following new Annexes:

SUP 16 Annex 16R: Standing data (see SUP 16.10.4R)

A: Communications with a *firm*

1. Name of the *firm*
2. Trading name(s) of the *firm*
3. Country of incorporation
4. Registered office
5. Principal place of business
6. Website address
7. Telephone number
8. The name and email address of the principal compliance contact

B: Information about a firm on the *FSA Register*

9. *Regulated activities* for which a *firm* has *permission*
10. Whether the *firm* holds *client money*
11. Whether the *firm* is an “*ISD investment firm*”

C: Other information about a *firm*

12. *Firm types*
13. *Passported activities*
14. Name and address of *firm's* auditor
15. Legal status
16. *Accounting reference date*

SUP 16 Annex 17 R: List of *firm* types (see SUP 16 Annex 16R, paragraph 12)

Firm type

alternative trading system (ATS) operator

authorised professional firm

bank

building society

CIS administrator

CIS trustee

composite insurer

corporate finance advisory firm

credit union

custodian

depository

discretionary investment manager

e-money issuer

energy market participant

friendly society

general insurer

*insurance intermediary*¹

long-term insurer

managing agent

members' agent

members' adviser

market maker

media firm

*mortgage administrator*²

*mortgage adviser*²

*mortgage arranger*²

*mortgage lender*²

network

non-discretionary investment manager

oil market participant

operator

OPS firm

own account trading firm

reinsurance intermediary

retail investment firm

securities and futures firm

service company

venture capital firm

wholesale market broker

wholesale only bank

...

¹ Definition made by the Insurance Mediation and Mortgage Mediation, Lending and Administration (Prudential Provisions) Instrument 2004

² Definition made by the Mortgage: Conduct of Business Sourcebook Instrument 2003

SUP Schedule 2 – Notification requirements

Table 2

Handbook reference	Matter to be notified	Contents of notification	Trigger event	Time allowed
...				
SUP 16.9.3R	Details of appointed representatives. Every firm with a <i>Part IV permission to advise on investments, arrange (bring about) deals in investments, make arrangements with a view to transactions in investments, or arrange safeguarding and administration of assets</i>	A list of all the current <i>appointed representatives of the firm</i> as at the <i>firm's accounting reference date</i>. A report is not required if a <i>firm</i> has no <i>appointed representatives</i> as at the <i>firm's accounting reference date</i> and this is reflected in the relevant extract from the <i>FSA Register</i>.	Annually	Four months
<u>SUP 16.10.4R</u>	<u>Confirmation of standing data items</u>	<u>Confirmation of accuracy of standing data or correction of inaccuracies</u>	<u>Accounting reference date</u>	<u>30 business days after accounting reference date</u>
SUP 17	Transaction reporting This applies to (a) a <i>securities and futures firm</i>; or (b) a <i>personal investment firm</i>; or	The fact of intending to use one of the systems specified	Before using one of the reporting systems listed in <i>SUP 17.7.8 R</i>: (1) CEDCOM system operated by Clearstream Banking AG, Frankfurt;	Before using the system specified
...				

...

Annex B

Amendments to the Dispute resolution: Complaints Sourcebook

In this Annex underlining indicates new text and striking through indicates deleted text. Where the provisions of an entire section are replaced, the section is indicated and the new text is not underlined.

1 Table Transitional Provisions table

(1)	(2) Material to which the transitional provision applies	(3)	(4) Transitional provision				(5) Transitional provision: dates in force	(6) Handbook provision: coming into force
...								
10	<u>DISP 1.5.4R</u>	R	<u>DISP 1.5.4R does not apply to a firm with permission to carry on only insurance mediation activity, mortgage mediation activity, or both.</u>				(1) In respect of <u>mortgage mediation activities, 31.10.04 – 31.3.05;</u> (2) in respect of <u>insurance mediation activities, 14.1.05 – 31.3.05.</u>	
11	<u>DISP 1.5.4R</u>	R	<u>Where a firm is required under DISP 1.5.4R to submit information using a report in the format set out in DISP 1 Ann 1R on a half-yearly basis, this must be read as a reference to providing the first and second report in accordance with transitional provision 12R.</u>				<u>From 01.4.05, expiring on 31.3.06</u>	<u>1 April 2005</u>
12	<u>DISP 1.5.4R</u>	R	<u>If transitional provision 11R applies, the firm's first and second report must be provided as follows:</u>					
			<u>Accounting reference date</u>	<u>Reporting period starts</u>	<u>Reporting period ends</u>	<u>Report to be provided</u>		
			<u>Between 1 January 2005 and 31 March 2005</u>	<u>1st report:</u> <u>1 April 2005</u>	<u>6 months after accounting reference date within 2005</u>	<u>30 business days after period end</u>		
				<u>2nd report:</u> <u>6 months after the business day following the accounting reference date within 2005</u>	<u>accounting reference date within 2006</u>			

<u>Between 1 April 2005 and 30 June 2005</u>	1 st report: <u>1 April 2005</u>	<u>accounting reference date within 2005</u>	<u>30 business days after period end</u>
	2 nd report: <u>the business day following the accounting reference date within 2005</u>	<u>6 months after the accounting reference date within 2005</u>	
<u>Between 1 July 2005 and 30 September 2005</u>	1 st report: <u>1 April 2005</u>	<u>accounting reference date within 2005</u>	<u>30 business days after period end</u>
	2 nd report: <u>the business day following the accounting reference date within 2005</u>	<u>6 months after the business day following the accounting reference date within 2005</u>	
<u>Between 1 October 2005 and 31 December 2005</u>	1 st report: <u>1 April 2005</u>	<u>6 months preceding the accounting reference date within 2005</u>	<u>30 business days after period end</u>
	2 nd report: <u>6 months preceding the accounting reference date within 2005</u>	<u>accounting reference date within 2005</u>	

...

Reporting complaints to the FSA

- 1.5.4 R A *firm* must provide the *FSA*, twice a year, with a report in the format set out in *DISP* 1 Ann 1R which contains (for the relevant reporting period) information about:

...

- (2) the total number of complaints subject to *DISP* 1.4 – *DISP* 1.6 closed by the *firm* :

...

- (c) more than eight weeks after receipt; ~~and~~
- (3) the total number of complaints subject to *DISP* 1.4 – *DISP* 1.6:
 - (a) upheld by the *firm* in the reporting period;
 - (b) that the *firm* knows have been referred to, and accepted by, the *FOS* in the reporting period; and
 - (c) outstanding at the end of the reporting period; and
- (4) the total amount of redress paid in respect of complaints subject to *DISP* 1.4 – *DISP* 1.6 during the reporting period.

1.5.5 G For the purpose of *DISP* 1.5.4R, upon completing the return, the *firm* should note that:

- (1) Where a complaint could fall into more than one category, the complaint should be recorded in the category which the *firm* considers to form the main part of the complaint.
- (2) Where a complaint has been upheld under *DISP* 1.5.4R (3)(a), a *firm* should report any complaints to which it has given a final response which accepts the complaint and, where appropriate, offers redress, even if the redress offered is disputed by the complainant. Where a complaint is upheld in part, a *firm* should treat the whole complaint as upheld for reporting purposes. Where a *firm* rejects a complaint, yet chooses to make an ex-gratia payment to the complainant, the complaint should be recorded as 'rejected'.
- (3) Where a *firm* reports on the amount of redress paid under *DISP* 1.5.4R (4), redress should be interpreted to include an amount paid, or cost borne, by the *firm*, where a cash value can be readily identified, and should include:
 - (a) amounts paid for distress and inconvenience;
 - (b) a free transfer out to another provider which transfer would normally be paid for;
 - (c) ex-gratia payments and goodwill gestures;
 - (d) interest on delayed settlements;
 - (e) waiver of an excess on an insurance policy; and
 - (f) payments to put the consumer back into the position the consumer should have been in had the act or omission not occurred.
- (4) Where a *firm* reports on the amount of redress paid under *DISP* 1.5.4R (4), such redress should not, however, include repayments or

refunds of premiums which had been taken in error (for example where a *firm* had been taking, by direct debit, twice the actual premium amount due under a policy). The refund of the overcharge would not count as redress.

1.5.6 R For the purposes of *DISP* 1.5.4R:

~~(1) the relevant reporting periods are from 1 April to 30 September and from 1 October to 31 March each year; and~~

~~(2) reports are to be submitted to the FSA within one month of the end of the relevant reporting period.~~

(1) The relevant reporting periods are:

(a) the six months immediately following a *firm's* accounting reference date; and

(b) the six months immediately preceding a *firm's* accounting reference date.

(2) Reports are to be submitted to the FSA within 30 business days of the end of the relevant reporting period.

...

Method of submission of reports

1.5.10 R A report under this section must be ~~given or addressed, and delivered, in the way set out in SUP 16.3.6R–SUP 16.3.16G (General provisions on reporting), except that:~~

~~(1) instead of the *firm's* usual supervisory contact, the report should be given to or addressed for the attention of the Notification, Reporting & Data Maintenance department of the FSA; and~~

~~(2) in addition to the methods of submission of reports in SUP 16.3.9R, a *firm* may submit a report under this section submitted through, and in the electronic format specified in, the FSA Complaints Reporting System or the appropriate section of the FSA website.~~

1.5.10A R ~~[deleted] A *firm* that has started but intends to stop submitting reports in electronic format under DISP 1.5.10R (2) must first notify the Notification, Reporting & Data Maintenance department of the FSA in writing of this intention.~~

Failure of electronic submission

1.5.10B R If a *firm* is unable to submit a report in electronic format because of a systems failure of any kind, the *firm* must ÷

- ~~(1) — submit its report under this section through one of the alternative methods of submission or reports in SUP 16.3.9R; and~~
- ~~(2) — notify the *FSA*, in writing and without delay, of that systems failure.~~

...

DISP 1 Annex 1

Sections 5 and 6 of the Complaints Return are replaced as follows:

Section 5: Private Individual Complaints

	Overcharging	Delays	Other admin	Misleading advice	Failure to carry out instructions	Poor customer service	Misleading advertising	Disputes over sums/amounts	Switching/churning	Breach of contract	Arrears handling	Other
FSAVC												
Personal Pension												
Stakeholder Pension												
Mortgage Endowment												
Other Endowment												
Whole of Life												
Permanent Health												
Term Assurance												
PEP/ISA												
Cash Deposit ISA												
Investment Trust												
Unit Trust/OEIC												
Investment Bond												
Share/Derivative												
Other Regulated Investments												
Current Account												
Deposit/Savings												
Credit Card												
Lifetime Mortgage												
Flexible Mortgage												
Impaired Credit Mortgage												
Self Cert Mortgage												
Other Regulated Mortgage												
Other unregulated loan secured on land												
Other loans												
Standard Annuity												
Investment based Annuity												
Income Withdrawal Product												
Income Protection												
Long Term Care												
Private Medical Insurance												
Critical Illness												
Motor												
Property												
Other GI/Pure protection												
Other												
Total												

If no private individual complaints were received during the period, tick the box and go to Section 6

Section 6: Small Business Complaints

	Overcharging	Delays	Other admin	Misleading advice	Failure to carry out instructions	Poor customer service	Misleading advertising	Disputes over sums/amounts	Switching/churning	Breach of contract	Arrears handling	Other
FSAVC												
Personal Pension												
Stakeholder Pension												
Mortgage Endowment												
Other Endowment												
Whole of Life												
Permanent Health												
Term Assurance												
PEP/ISA												
Cash Deposit ISA												
Investment Trust												
Unit Trust/OEIC												
Investment Bond												
Share/Derivative												
Other Regulated Investments												
Current Account												
Deposit/Savings												
Credit Card												
Lifetime Mortgage												
Flexible Mortgage												
Impaired Credit Mortgage												
Self Cert Mortgage												
Other Regulated Mortgage												
Other unregulated loan secured on land												
Other loans												
Standard Annuity												
Investment based Annuity												
Income Withdrawal Product												
Income Protection												
Long Term Care												
Private Medical Insurance												
Critical Illness												
Motor												
Property												
Other GI/Pure protection												
Other												
Total												

If no small business complaints were received during the period, tick the box and go to Section 7

...

Delete Section 9 of the Complaints Return. After section 8 of the Complaints Return, insert:

Section 9: Complaints management

9.01 Number of complaints upheld by the *firm* in the period

9.02 Total amount of redress paid to *consumers* in the period

9.03 Number of complaints referred to, and accepted by, the *FOS* in the period

Section 10: Declaration

Knowingly or recklessly giving the *FSA* information which is false or misleading in a material particular may be a criminal offence (section 398 of the Financial Services and Markets Act 2000) and a breach of regulatory requirements.

In submitting this form, the *firm* acknowledges that the data supplied may be used by the *FSA* in a variety of different ways (including making it publicly available) in support of its principal functions and statutory objectives as provided for under the Financial Services and Markets Act 2000.

I confirm that I have read the notes and that the information given in this return about complaints received by the *firm* named at Section 1.02 is accurate and complete to the best of my knowledge and belief.

10.01 Name of *person* completing on behalf of the *firm*

10.02 Job title

10.03 Date

...

Notes on the completion of this return

...

Reporting period

~~The two annual reporting periods are from 1 April to 30 September, and from 1 October to 31 March (DISP 1.5.6R). Returns must be submitted within one month of the end of the relevant reporting period.~~

The two annual reporting periods are: 1) from the six months preceding the *firm's* accounting reference date to the *firm's* accounting reference date, and 2) from the *firm's* accounting reference date to the six months following the *firm's* accounting reference date (DISP 1.5.6R). Returns must be submitted within 30 business days of the end of the relevant reporting period.

...

Section 2 – Nil Returns

If no complaints of any kind have been received during the reporting period, and no complaints were outstanding at the beginning of the period, the *firm* may submit a NIL RETURN by ticking the relevant box on the front of the form. Sections 1, 3, 4 ~~and 9, 9~~ and 10 must still be completed.

...

Delete Section 9. After section 8, insert:

Section 9 – Complaints management

Firms should indicate the number of complaints that they are aware have been referred to, and accepted by, the *Financial Ombudsman Service*.

Section 10 – Declaration

If you have any questions or need help with this return, please approach your usual supervisory contact at the *FSA*.

...

DISP Schedule 2 – Notification requirements

Handbook reference	Matter to be notified	Contents of notification	Trigger event	Time allowed
...				
DISP 1.1.10R	End of exemption	Confirmation that the conditions in <i>DISP</i> 1.1.7R no longer apply	Conditions in <i>DISP</i> 1.1.7R no longer apply	As soon as reasonably practicable
DISP 1.5.4R	Complaints report	Details	– 30 September – 31 March each year <u>- 6 months preceding the accounting reference date</u> <u>- accounting reference date</u>	One month <u>30 business days</u>
DISP 1.5.11R	Single contact point	Details	At the time of authorisation or on subsequent change	Not specified
...				

Annex C

Amendments to the Credit Unions sourcebook

In this Annex underlining indicates new text and striking through indicates deleted text. Where the provisions of an entire section are replaced, the section is indicated and the new text is not underlined nor the deleted text struck through.

17.6.3 R *A credit union* must provide the *FSA*, once a year, with a report in the format set out in *CRED 17 Ann 1R* (Credit union complaints return) which contains (for the relevant reporting period) information about:

- (1) the total number of complaints received by the *credit union* (except those referred to in *CRED 17.4.1R*) broken down according to the categories and in respect of each of the generic product types described in *CRED 17 Ann 1R* (Credit union complaints return) which are relevant to the *credit union*;
- (2) the number of complaints closed by the *credit union*:
 - (a) within eight weeks of receipt; and
 - (b) more than eight weeks after receipt; -
- ~~(3) the total number of complaints outstanding at the end of the reporting period; and~~
- ~~(4) the single contact within the *credit union* for complainants.~~
- (3) the total number of complaints:
 - (a) upheld by the *credit union* in the reporting period;
 - (b) that the *credit union* knows have been referred to, and accepted by, the *FOS* during the reporting period; and
 - (c) outstanding at the end of the reporting period;
- (4) the total amount of redress paid in respect of complaints during the reporting period; and
- (5) the single contact within the *credit union* for complainants.

17.6.4 G For the purpose of *CRED 17.6.3R*, and upon completing the return, the *credit union* should note that:

- (1) Where a complaint could fall into more than one category, the complaint should be recorded in the category which the *credit union* considers to form the main part of the complaint.
- (2) Where a complaint has been upheld under CRED 17.6.3R (3)(a), a *credit union* should report any complaints to which it has given a final response which accepts the complaint and, where appropriate, offers redress, even if the redress offered is disputed by the complainant. Where a complaint is upheld in part, the *credit union* should treat the whole complaint as upheld for reporting purposes. Where a *credit union* rejects a complaint, yet chooses to make an ex-gratia payment to the complainant, the complaint should be recorded as rejected.
- (3) Where a *credit union* reports on the amount of redress paid under CRED 17.6.3R (4), redress should be interpreted to include any amount paid, or cost borne, by the *credit union*, where a cash value can be readily identified, and should include:
 - (a) amounts paid for distress and inconvenience;
 - (b) a free transfer out to another provider which transfer would normally be paid for;
 - (c) ex-gratia payments and goodwill gestures;
 - (d) interest on delayed settlements;
 - (e) waiver of an excess on an insurance policy; and
 - (f) payments to put the consumer back into the position the consumer should have been in had the act or omission not occurred.
- (4) Where a *credit union* reports on the amount of redress paid under CRED 17.6.3R (4), such redress would not, however, include repayments or refunds of premiums which had been taken in error (for example where a *credit union* had been taking, by direct debit, twice the actual premium amount due under a policy). The refund of the overcharge would not count as redress.

CRED 17 Annex 1 R

Credit Union Complaints Return

Section 5 and section 6 of the credit union complaints return are replaced as follows:

Private individual complaints

Section 5

	Overcharging	Delays	Other admin	Misleading advice	Failure to carry out instructions	Poor customer service	Misleading advertising	Disputes over sums/amounts	Switching/churning	Breach of contract	Arrears handling	Other
FSAVC												
Personal Pension												
Stakeholder Pension												
Mortgage Endowment												
Other Endowment												
Whole of Life												
Permanent Health												
Term Assurance												
PEP/ISA												
Cash Deposit ISA												
Investment Trust												
Unit Trust/OEIC												
Investment Bond												
Share/Derivative												
Other Regulated Investments												
Current Account												
Deposit/Savings												
Credit Card												
Lifetime Mortgage												
Flexible Mortgage												
Impaired Credit Mortgage												
Self Cert Mortgage												
Other Regulated Mortgage												
Other unregulated loan secured on land												
Other loans												
Standard Annuity												
Investment based Annuity												
Income Withdrawal Product												
Income Protection												
Long Term Care												
Private Medical Insurance												
Critical Illness												
Motor												
Property												
Other GI/Pure protection												
Other												
Total												

If no private individual complaints were received during the period, tick the box and go to Section 6

	Overcharging	Delays	Other admin	Misleading advice	Failure to carry out instructions	Poor customer service	Misleading advertising	Disputes over sums/amounts	Switching/churning	Breach of contract	Arrears handling	Other
FSAVC												
Personal Pension												
Stakeholder Pension												
Mortgage Endowment												
Other Endowment												
Whole of Life												
Permanent Health												
Term Assurance												
PEP/ISA												
Cash Deposit ISA												
Investment Trust												
Unit Trust/OEIC												
Investment Bond												
Share/Derivative												
Other Regulated Investments												
Current Account												
Deposit/Savings												
Credit Card												
Lifetime Mortgage												
Flexible Mortgage												
Impaired Credit Mortgage												
Self Cert Mortgage												
Other Regulated Mortgage												
Other unregulated loan secured on land												
Other loans												
Standard Annuity												
Investment based Annuity												
Income Withdrawal Product												
Income Protection												
Long Term Care												
Private Medical Insurance												
Critical Illness												
Motor												
Property												
Other GI/Pure protection												
Other												
Total												

If no small business complaints were received during the period, tick the box and go to Section 7

...

Delete Section 9 of the credit union complaints return. After section 8, insert:

Complaints management Section 9

9.01 Number of complaints upheld by the *credit union* in the period

9.02 Total amount of redress paid to *consumers* in the period

9.03 Number of complaints referred to, and accepted by, the *FOS* in the period

Declaration and signature Section 10

Knowingly or recklessly giving the *FSA* information which is false or misleading in a material particular may be a criminal offence (section 398 of the Financial Services and Markets Act 2000) and a breach of regulatory requirements.

In signing this form, the *credit union* acknowledges that the data supplied may be used by the *FSA* in a variety of different ways (including making it publicly available) in support of its principal functions and statutory objectives as provided for under the Financial Services and Markets Act 2000.

I confirm that I have read the notes and that the information given in this return about complaints received by the *credit union* named at Section 1.02 is accurate and complete to the best of my knowledge and belief.

10.01 Name of *person* completing on behalf of the *credit union*

10.02 Job title

10.03 Signature

10.04 Date

...

Notes on the completion of this return

...

Section 2 – Nil Returns

If no complaints (except those referred to in *CRED* 17.4.1R) have been received during the reporting period, and no complaints were outstanding at the beginning of the period, the *credit union* may submit a NIL RETURN by ticking the relevant box on the front of the form. Sections 1, 3, 4 ~~and 9~~, 9 and 10 must still be completed.

...

Delete Section 9. After Section 8, insert:

Section 9 – Complaints management

Credit unions should indicate the number of complaints that they are aware have been referred to, and accepted by, the *Financial Ombudsman Service*.

Section 10 – Declaration & signature

The declaration must be signed by an appropriate individual for the *credit union*.

...

Annex D

Amendments to the Glossary

In this Annex all text is new and is not underlined.

Insert the following new definitions in the appropriate alphabetical position:

<i>CIS administrator</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) a person responsible for the administrative functions of a collective investment scheme.
<i>CIS trustee</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) a person holding the property of a collective investment scheme on trust for the participants in the collective investment scheme.
<i>composite insurer</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) an insurer with permission to effect or carry out both long-term insurance contracts and general insurance.
<i>discretionary investment manager</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) a person who, acting only on behalf of a client, manages designated investments in an account or portfolio on a discretionary basis under the terms of a discretionary management agreement.
<i>firm type</i>	one of a list of <i>firm types</i> set out in SUP 16 Annex 17R used for the purposes of checking and correcting standing data under SUP 16.10.4R.
<i>non-discretionary investment manager</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) a person who, acting only on behalf of a client, manages designated investments in an account or portfolio on a non-discretionary basis under the terms of a non-discretionary management agreement.
<i>own account trading firm</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) a firm that only deals or arranges deals in securities or contractually based investments for its own benefit, or for the benefit of an associate.
<i>standing data</i>	the information relating to a firm held by the FSA on the matters set out in SUP 16 Annex 16R.
<i>wholesale only bank</i>	(in relation to <i>firm type</i> in SUP 16.10 (Confirmation of standing data)) a bank with permission to accept deposits from wholesale depositors only.