

Redress Policy Team
Financial Conduct Authority
12 Endeavour Square
London E20 1JN



By email

4 December 2024

Dear Sir/Madam,

CP24/22 Further temporary changes to handling rules for motor finance complaints

The Panel is pleased to respond to this consultation and broadly supports the proposals.

We have focussed our comments on question 3:

Q.3 Do you prefer Option 1 (extension until 4 December 2025, which could be ended early) or Option 2 (extension until 31 May 2025, which could be extended further)? If you have no clear preference for either option, please say so in your response.

Extending to 4 December 2025 to align with the rules for firms dealing with motor finance DCA complaints (Option 1) is the most sensible approach and would provide a helpful foundation should there be an integration of the rules under one complaints regime at a future point. There is also clear rationale for this later date as, should the Supreme Court agree to any application for the Court of Appeal's judgement to be heard, it appears unlikely there would be a ruling on the position by May next year.

We agree with all other questions and would be happy to discuss further.

Yours faithfully,

[signed]

Andy Mielczarek
Chair, FCA Smaller Business Practitioner Panel