

**PPI news from Richard Thompson, our principal ombudsman:**



Winter update 2017

**PPI what's happening winter update**

It's been another week where PPI has featured heavily in the news. So I thought it might be helpful to let you know what's behind the latest media stories – and what this might mean for people with complaints about PPI.

In my previous updates, I've mentioned the Financial Conduct Authority's (FCA) consultation on the way PPI complaints are handled. And last week, they confirmed the outcome of their review – and said they would be introducing some new rules later this year.

Most of the media reports have focused on the introduction of a two-year time limit for new complaints. As you may have seen, the FCA has confirmed that the two year period will start later this summer – and new PPI complaints will need to be made to businesses by 29 August 2019.

It's hard to know for certain what this might mean for us at the ombudsman – but it's likely we'll see an increase in people turning to us for help in the run-up to the deadline. But, of course, you don't need to wait – if you want to make a complaint about PPI but don't know where to start, just get in touch and we'll see what we can do to help. We've also got a helpful guide available on our website too.

The FCA has also confirmed some other new rules – in light of the 'Plevin' Supreme Court case that I've talked about before. These new rules will also come into force later this year – and, in brief, will tell businesses that, in certain circumstances, they'll need to pay consumers back some of the commission they received for the sale of a PPI policy.

The FCA's finalised set of rules are one of the things we'll take into account when deciding fair outcomes for individual cases. But, as you might expect, the rules themselves cover a number of complex issues – and there's a lot of things we need to work through before we can let individual consumers know what we think about their specific case.

The FCA has also decided that the rules won't come into force until 29 August this year. There's a lot for businesses to take on board – and the FCA want to ensure

businesses have the time they'll need to work out how to put things right for their customers.

Perhaps inevitably, this means some of our consumers will need to wait longer than we'd like to get a full answer on their complaint. We already have over 130,000 people with cases potentially affected by these changes – and that number is likely to increase.

If you're one of those people waiting, please do bear with us. We'll let you know what we think as soon as we possibly can – and we'll keep you updated on any important updates.

In the meantime, thank you for your patience. And if there's anything you think we need to know, that might make a difference to your complaint, please give us a call.