M85 CHECKLIST - Chapter 1

Understand the roles of the regulators: the Financial Conduct Authority, the Prudential Regulation Authority and the Financial Policy Committee.

Be familiar with the PRA objectives and the FCA objectives.

Be aware of the main regulatory handbooks (PRIN, TC, Fair Treatment of Customers).

Understand the main provisions of ICOBS 8.

Be aware of the rules surrounding the Financial Ombudsman Service (FOS).

Be familiar with those that meet the requirement of an 'eligible complainant'.

EMPOWER DEVELOPMENT