

CHANGES TO THE PPI Q&A DOCUMENT 11 MARCH 2013

See below the changes for the 11 March 2013 version of the PPI Q&A document. Please note that this list and the Q&A document is for guidance only and does not constitute law. Interested parties should refer to the Payment Protection Insurance Order in the first instance.

The Q&A document and entries can be subject to changes at any time by the OFT.

A number of changes which are not material but presentational are also included in this listing.

New entries in the 11 March 2013 version

20, 24, 35, 43, 44, 45, 46, 47, 55, 77, 79, 80, 81, 82 and 99.

Changes made in the 11 March 2013 version to questions in the previous version (17 May 2012)

Numbers in brackets relate to the question numbers in the 17 May 2012 version.

1 (1), 2 (2), 3 (4), 6 (7), 7 (8), 10 (12), 11 (13), 12 (14), 15 (17), 16 (18), 17 (19), 18 (20), 22 (23), 23 (24), 26 (26), 28 (28), 29 (29), 32 (32), 33 (33), 34 (34), 38 (37), 39 (38), 40 (39), 41 (40), 42 (41), 52 (46), 53 (47), 56 (49), 58 (52), 59 (53), 60 (54), 61 (55), 62 (56), 64 (58), 66 (61), 67 (62), 69 (64), 70 (65), 71 (66), 72 (67), 74 (69), 75 (70), 78 (72), 87 (77), 89 (79), 92 (82), 93 (83), 94 (84), 95 (85), 101 (91), 105 (95).

Questions deleted from the previous version (17 May 2012)

3, 10, 50, 60 and 86.