

Qualifying Regulatory Provisions Summary Assurance Statement
Regulator: Claims Management Regulation Unit (CMR)

Business Impact Target Reporting years: May 2015 to June 2017

RPC reference: RPC-3756(2)-MOJ-CMRU

Table 1: Qualifying Regulatory Provisions that came into force during the first Business Impact Target reporting period - 8 May 2015–26 May 2016			
Title of measure	Description of measure	BIT score (£ millions)	RPC reference number
<i>03/07/15</i> CMRU Special Bulletin on packaged bank accounts	Provides guidance on common problems claims management companies (CMCs) face when handling claims for mis-sold packaged bank accounts (PBAs).	-3.9	RPC-3756(2)-MOJ-CMRU
<i>04/02/16</i> Customer information, contracts and signatures	Reaffirms Client Specific Rule 11 of the Conduct of Authorised Persons Rules 2014 (CAPR) requiring CMC's to provide consumers with specific pre-contractual information including terms and conditions, and allowing consumers sufficient time to read and consider any documentation before they sign.	38.7	RPC-3756(2)-MOJ-CMRU
<i>14/03/16</i> New marketing and advertising guidance for CMCs	Ensures advertising and marketing activities comply with the Conduct of Authorised Persons Rules 2014.	0.3	RPC-3756(2)-MOJ-CMRU

Table 2: Qualifying Regulatory Provisions that came into force during the second and final Business Impact Target reporting period - 27 May 2016–8 June 2017			
Title of measure	Description of measure	BIT score (£millions)	RPC reference number
<i>29/07/16</i> Letters of authority to handle Payment Protection Insurance cases	Encourages CMCs to ensure they comply with the 'Statement of Principles'.	-14.4	RPC-3756(2)-MOJ-CMRU
<i>21/11/16</i> Holiday Sickness Claims	Confirms that all holiday sickness claims fall under the definition of personal injury and are therefore deemed to be regulated claims management services and regulated by CMR.	0	RPC-3756(2)-MOJ-CMRU