

## Links to Useful Information

- **The Financial Services and Markets Act 2000**  
[www.legislation.gov.uk/ukpga/2000/8/contents](http://www.legislation.gov.uk/ukpga/2000/8/contents)
- **Data Protection Act 2018**  
[www.legislation.gov.uk/ukpga/2018/12/contents/enacted](http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted)
- **Anti-Money Laundering and terrorist funding legislation**  
[www.fca.org.uk/firms/financial-crime/money-laundering-regulations](http://www.fca.org.uk/firms/financial-crime/money-laundering-regulations)
- **The Financial Conduct Authority (FCA) and its role**  
[www.fca.org.uk/about/the-fca](http://www.fca.org.uk/about/the-fca)
- **Regulatory Rulebooks**  
[www.handbook.fca.org.uk](http://www.handbook.fca.org.uk)
- **The fair treatment of customers FCA Principle 6: 'A firm (adviser) must pay due regard to the interests of its clients and treat them fairly' (TCF)**  
[www.fca.org.uk/firms/fair-treatment-customers](http://www.fca.org.uk/firms/fair-treatment-customers)
- **Means Tested Benefits**  
[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)  
[www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)  
[www.turn2us.org.uk/Jargon-buster/Means-tested-benefits](http://www.turn2us.org.uk/Jargon-buster/Means-tested-benefits)  
[www.entitledto.co.uk](http://www.entitledto.co.uk)  
[www.ferret.co.uk](http://www.ferret.co.uk)
- **Financial Ombudsman Service (FOS)**  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- **Financial Services Compensation Scheme (FSCS)**  
[www.fscs.org.uk](http://www.fscs.org.uk)
- **FCA requirement for complaint handling**  
[www.handbook.fca.org.uk/handbook/DISP/1/3.html](http://www.handbook.fca.org.uk/handbook/DISP/1/3.html)
- **Senior Managers and Certification Regime (SM&CR)**  
[www.fca.org.uk/firms/senior-managers-certification-regime](http://www.fca.org.uk/firms/senior-managers-certification-regime)
- **Trade Bodies in the Industry**  
Equity Release Council [www.equityreleasecouncil.com](http://www.equityreleasecouncil.com)  
Association of Mortgage Intermediaries (AMI) [www.a-m-i.org.uk](http://www.a-m-i.org.uk)  
The Investing and Savings Alliance (TISA) [www.tisa.uk.com](http://www.tisa.uk.com)  
UK Finance [www.ukfinance.org.uk](http://www.ukfinance.org.uk)