

Links to Useful Information

- **The Financial Services and Markets Act 2000**
www.legislation.gov.uk/ukpga/2000/8/contents
- **The Financial Conduct Authority (FCA) and its role**
www.fca.org.uk/about/the-fca
- **Regulatory Rulebooks**
www.handbook.fca.org.uk
- **Means Tested Benefits**
www.gov.uk/browse/benefits
www.entitledto.co.uk
www.gov.uk/benefits-calculators
www.ferret.co.uk
www.turn2us.org.uk/Jargon-buster/Means-tested-benefits
- **Financial Ombudsman Service (FOS)**
www.financial-ombudsman.org.uk
- **Financial Services Compensation Scheme (FSCS)**
www.fscs.org.uk
- **FCA requirement for complaint handling**
www.handbook.fca.org.uk/handbook/DISP/1/3.html
- **Trade Bodies in the Industry**
 - Equity Release Council www.equityreleasecouncil.com
 - Association of Mortgage Intermediaries (AMI) www.a-m-i.org.uk
 - The Investing and Savings Alliance (TISA) www.tisa.uk.com
 - UK Finance www.ukfinance.org.uk