

Chapter 2

Interpreting the Handbook



2.1 Introduction

Application

- 2.1.1G [deleted]
- 2.1.2R This chapter applies to every *person* to whom any provision in the *Handbook* applies. In relation to a provision other than a *rule*, the *rules* in this chapter apply as if they were part of that provision.
- 2.1.3P [deleted]
- 2.1.4E [deleted]
- 2.1.5D [deleted]
- 2.1.6G [deleted]
- 2.1.7R [deleted]
- 2.1.8R This chapter applies to all provisions made by *FOS Ltd*.
- 2.1.9G The effect of ■ GEN 2.1.8 R is that this chapter applies with respect to those provisions in ■ DISP 2 (Jurisdiction of the Financial Ombudsman Service), ■ DISP 3 (Complaint handling procedures of the Financial Ombudsman Service), ■ DISP 4 (Standard terms) and ■ FEES 5 (Financial Ombudsman Service Funding) made by *FOS Ltd*.

The Reader's Guide

- 2.1.10G The Reader's Guide supplements this chapter. It provides an introduction to the structure and contents of the *Handbook* and its related materials, explaining how the different modules fit together and how to interpret and use the *Handbook*.