

Financial services, regulation and ethics

R01: 2024–25 edition

Web update 1: 16 May 2025

Please note the following update (amendments in **bold**) to your copy of the **R01** study text:

Chapter 7, section G2, page 7/37

The table in the bullet point beginning 'A **money award**', telling the firm...' should read as follows:

Limit of award	Date complaint referred to the FOS	Date act or omission occurred
£445,000	On or after 1 April 2025	On or after 1 April 2019
£200,000	On or after 1 April 2025	Before 1 April 2019

Chapter 7 question answers, page 7/45

7.6 **£445,000** for complaints referred to the FOS from 1 April **2025** onwards for acts or omissions by firms on or after 1 April 2019.

Note

- This change will be examined from 1 July 2025.